



Support at Home program – services

You can receive a range of services if you are approved for the Support at Home program.

The Support at Home service list has 3 service categories that you can access:

- **Clinical supports** – such as nursing care, occupational therapy and physiotherapy.
- **Independence** – such as help with showering, taking medications, transport or respite care.
- **Everyday living** – such as cleaning, gardening, shopping or meal preparation.

What services can I get?

Support at Home offers a wide range of support so you can continue to live well at home. Based on your aged care assessment, you will have access to an approved list of services. Your care partner will help you choose the mix of services you can access within your budget.

A care partner is a staff member from your service provider who will work with you to identify your aged care needs, goals, preferences and existing supports. This will be documented in a care plan, which will be reviewed annually and more frequently if required. The care plan is guided by your support plan, which you receive when you are approved for aged care.

You can request to change your mix of services from the approved list at any time with your care partner, who will support you to make sure the services you receive meet your needs.

Can I get services not on the service list?

The government will only subsidise the costs of services that are on the service list. You may be able to get services from your provider or another supplier that are not on the service list, however these services must be paid for by you.

Will I need to make a contribution?

For all Support at Home services, contribution arrangements apply for services delivered in the independence and everyday living service categories. For services in the clinical supports category (for example, nursing), there is no contribution as these services are fully funded by the government.

You can find out more in the fact sheet on participant contributions.

Can I receive care from more than one provider?

From 1 November 2025, a single provider will manage and deliver all your services under the Support at Home program.

For example, if you need help with showering, meals and transportation, you will have one provider that will deliver all these services.

Your provider will also assist you to arrange and source any required assistive technology and home modifications you may be approved for.

For more information

To learn more about the services available under Support at Home and to access the Support at Home service list, visit health.gov.au/support-at-home-ongoing-services.

If you have questions or concerns about your aged care, including Support at Home, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line on 1800 700 600**. Provided by the Older Persons Advocacy Network (OPAN), this free and confidential service is independent of both government and aged care providers. OPAN will connect you with a local advocate in your state or territory.



Australian Government



Getting started with aged care

If you need help around the house or are thinking about aged care homes, contacting My Aged Care is the first step.

 Visit myagedcare.gov.au  Phone **1800 200 422**

 Face-to-face by speaking with an Aged Care Specialist Officer (to book an appointment call **1800 227 475** or visit any Services Australia Service Centre).