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ageing well**



Support at Home:

Communication toolkit for informing older Aboriginal and Torres Strait Islander people, families and carers

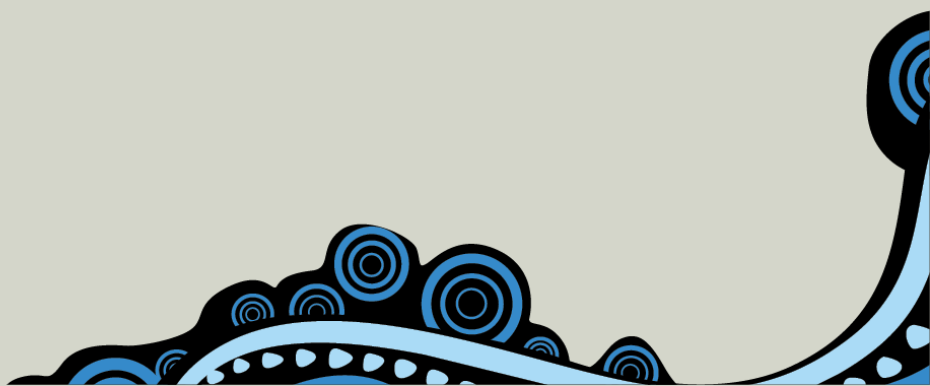
Providers, peak bodies, advocacy organisations and community groups can use this toolkit to inform older Aboriginal and Torres Strait Islander people, their families and carers about the new Support at Home program. The program starts along with the new Aged Care Act from 1 November 2025.

health.gov.au

October 2025



Australian Government
**Department of Health,
Disability and Ageing**



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About this toolkit

This toolkit has information to help you talk with older Aboriginal and Torres Strait Islander people, their families and carers about the Support at Home program. This includes any changes that may affect them. The program starts from 1 November.

We have also created materials that may help you to communicate the changes through your channels, such as newsletters, websites, meetings, discussions and social media channels.

What is in the toolkit?

- Key messages
- Discussion guide
- Editorial content
- Social media posts and images and videos
- Videos
- Resources.

Who is it for?

The toolkit is for aged care providers, peak bodies, advocacy organisations and community groups to communicate with older Aboriginal and Torres Strait Islander people, their families and carers.

What do we want the audience to do?

We recommend including the following calls to action in your communication materials. A call to action encourages the audience to take a specific action after reading the material, such as visiting a website.

- Learn more about the [Support at Home program](#).
- Read the [Support at Home guide for older Aboriginal and Torres Strait Islander people, families and carers](#).
- Read the [Support at Home fact sheet for older Aboriginal and Torres Strait Islander people](#).
- Find out more about [classifications and funding](#).
- Find out more about [participant contributions](#).
- Find out more about [hardship assistance](#).
- Know what support services are available, including the [Elder Care Support Program](#), [Older Persons Advocacy Network](#), [National Aboriginal and Torres Strait Islander Ageing and Aged Care Council](#) and [care finders](#).
- To learn more about aged care and how it's changing, visit the [My Aged Care website](#).
- To keep up to date with changes to aged care, subscribe to the Department of Health, Disability and Ageing's:
 - newsletter for older people, [EngAged](#)
 - [Facebook](#)
 - [Instagram](#).

About Support at Home and the new Aged Care Act

When the new Aged Care Act (the Act) starts on 1 November, older people can get home care through the Support at Home program.

Support at Home

Support at Home will help eligible Aboriginal and Torres Strait Islander people aged 50 years and over to get aged care that is:

- culturally safe
- trauma-aware
- healing-informed
- in or near their community.

The program has services, products, equipment and home modifications to support people as they age. This will help older Aboriginal and Torres Strait Islander people remain healthy, active and socially connected to their community.

New Aged Care Act

The Aged Care Act is the main law that sets out the aged care system. It has an important Statement of Rights. This will help to make sure the needs of all older people, including Aboriginal and Torres Strait Islander people, are at the heart of the aged care system.

Under the new Statement of Rights, older people have the right to:

- access aged care that feels culturally safe
- choose someone from their family or community to support them
- have care that is tailored to their needs, goals and preferences
- take part in cultural activities where they can speak in language
- stay connected to community, Country or Island Home
- have their privacy respected
- raise issues when something isn't right.

Aboriginal and Torres Strait Islander assessment organisations are being implemented. Older people will have the choice to have an aged care assessment with an Aboriginal and Torres Strait Islander organisation, when one is available in their region.

Support with translation and interpreting

If you, or someone you care for, has difficulty speaking or understanding English, you can use an interpreting service to communicate in your preferred language.

Translating and interpreting services

If you are receiving care, you can get interpreting through [TIS National](#). TIS National is available 24 hours a day, every day of the year.

- Call **131 450** and tell the operator the language you speak.
- You can also ask your aged care provider to contact TIS National for you using their client code.

Help from your aged care provider

Aged care providers can give you information in your preferred language.

You can ask your aged care provider to use the [Department of Health, Disability and Ageing's free translation service](#). This service can translate printed and online materials in different languages, as well as Easy Read or plain English.

Deaf Connect

You can access free sign language interpreting and captioning services through Deaf Connect for eligible older people.

Deaf Connect can help you:

- with aged care services
- take part in professional and social activities
- with health and medical appointments that have a Medicare rebate.

To make a booking:

- call 1300 773 803
- email interpreting@deafconnect.org.au
- go to the [Deaf Connect website](#).

Key messages

- A new program called Support at Home will help older people live at home for longer. It starts from 1 November 2025.
- It is part of the new Aged Care Act, the main law that sets out the aged care system.
- The new Act has an important Statement of Rights. It helps to make sure the needs and rights of all older people, including Aboriginal and Torres Strait Islander people, are at the heart of the aged care system.
- Aboriginal and/or Torres Strait Islander people aged 50 and over may be eligible for aged care.
- The Support at Home program will help older Aboriginal and Torres Strait Islander people to get aged care that is:
 - culturally safe

- trauma-aware
 - healing-informed
 - in or near your community.
- Support at Home has services, products, equipment and home modifications to support you as you age. This will help you to stay healthy, active and socially connected to your community.
- The program provides ongoing services in your home and 3 short-term supports if you need them. This includes the:
 - Restorative Care Pathway – for allied health services to help you maintain, improve, and regain your ability to do everyday tasks
- End-of-Life Pathway – a type of palliative care support for older people to remain at home.
- Assistive Technology and Home Modifications scheme – for helpful products, equipment and changes to your home that make daily tasks easier and safer.
 - Assistive technology is tools to help you, like walking aids, a higher seat for the toilet, a mug with two handles or a shoehorn.
 - Home Modifications are changes to your home like a rail to hold onto, a non-slip surface, easy-turn taps or a ramp at your door.
- People who get Support at Home pay part of the cost of some services. This cost is known as a contribution.
- To make sure aged care is available for everyone who needs it, people who can afford to will be asked to contribute to the cost of their care.
- The Australian Government will continue to fund most of your aged care.
- How much you will be asked to contribute depends on:
 - your personal circumstances
 - the services you need
 - an assessment of your income and assets.
- If you can't afford your aged care contributions, help may be available through financial hardship assistance. If approved, the government will pay for some or all your aged care contributions.
 - For support, contact an Elder Care Support worker or an Aged Care Specialist Officer at Services Australia (sometimes known as Centrelink). Call **1800 227 475**.
- There are some impacts for other home care programs. Some won't change.
 - Support at Home replaces the Home Care Packages Program and Short-Term Restorative Care Programme

- The Commonwealth Home Support Programme will remain in place until it becomes part of the Support at Home program. This will happen no earlier than 1 July 2027
- The National Aboriginal and Torres Strait Islander Flexible Aged Care Program will continue. It will not be replaced by Support at Home program.
- For more information, visit the [Support at Home webpage](#).

Discussion guide

This discussion guide can be used for conversations with older Aboriginal and Torres Strait Islander people, their families and carers about the Support at Home program.

Why are in-home aged care services changing?

- In-home aged care services are changing in line with the start of the new Aged Care Act, which begins on 1 November 2025.
- The Royal Commission into Aged Care Quality and Safety found the existing *Aged Care Act 1997* was no longer fit for purpose. They also found it did not properly consider the rights and needs of older people in the delivery of aged care services.
- The new Aged Care Act will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.
- Support at Home addresses key issues raised by the Royal Commission to ensure in-home aged care:
 - gives people timely access to safe and high-quality services
 - supports people to live at home for longer
 - is sustainable for an ageing population.
- Learn more about [your rights in aged care](#) and [how they will be protected](#).

What is Support at Home?

- The new [Support at Home program](#) improves in-home aged care services to help you stay at home for longer.
- Support at Home will make it easier to get the services, products, equipment and home modifications you need to help you remain healthy, active and socially

connected to your community. It includes both ongoing services at home and 3 short-term supports.

- [Support at Home ongoing services](#) are listed under 3 categories:
 - clinical care, such as nursing
 - independence, such as help with showering
 - everyday living, such as cleaning, gardening and meal preparation.
- [Support at Home short-term supports](#):
 - The Restorative Care Pathway is for allied health services to help you maintain, improve, and regain your ability to do everyday tasks. Participants can access up to 16 weeks of restorative care services from a budget of approximately \$6,000 total (or up to \$12,000 if required).
 - The Assistive Technology and Home Modifications scheme has helpful products, equipment and changes to your home that make daily tasks easier and safer. Participants can access up to \$15,000 for assistive technology and up to \$15,000 for home modifications. Additional funding may be provided if you can show evidence of your needs.
 - The End-of-Life Pathway is a type of palliative care support that can help you stay at home. Participants can access more home care services for up to \$25,000 over a 12-week period, with an additional 4 weeks to use the funds.

Do I need to do anything to move to Support at Home?

- Support at Home will replace the [Home Care Packages program](#) and [Short-Term Restorative Care Programme](#) from 1 November 2025.
- The [Commonwealth Home Support Program](#) will become part of Support at Home no earlier than 1 July 2027.
- The National Aboriginal and Torres Strait Islander Flexible Aged Care Program will continue. It will not be replaced by Support at Home program.
- Bringing people onto the new program in two stages will help make it a smoother process.

Home Care Packages program recipients

- You will automatically be moved to Support at Home on 1 November 2025 if you:
 - have a current Home Care Package
 - are on the National Priority System waiting for a Home Care Package.

- You will not need to be reassessed and your Support at Home funding will be equivalent to your Home Care Package level.
- If you were receiving or were approved for a Home Care Package on or before 12 September 2024, you will pay the same amount or less under Support at Home.

Short-Term Restorative Care Programme (STRC) participants

- If you were receiving Short-Term Restorative Care Programme (STRC) service before 1 November, you will continue to receive this care from your provider under Support at Home.
- If you were approved for STRC before 1 November 2025 but have not started your care, you will receive care under the new Support at Home Restorative Care Pathway.
- No matter your situation, your provider will make sure that your services delivered from 1 November align with the Support at Home service list and Assistive Technology and Home Modifications list.

Commonwealth Home Support Program participants

- You will continue to access the Commonwealth Home Support Program (CHSP) until it transitions to Support at Home no earlier than 1 July 2027.
- From 1 November 2025, all CHSP clients must be registered with My Aged Care. You must also have had an aged care assessment to continue accessing government-funded aged care.
- If your needs are re-assessed as more complex, you may be eligible for Support at Home or other services from 1 November 2025.

How do I access in-home aged care services?

- You are entitled to an aged care assessment if you are:
 - a person over the age of 65
 - an Aboriginal and Torres Strait Islander person over the age of 50
 - a person who is at risk of, or experiencing, homelessness and over the age of 50.
- The first step to get government-funded aged care services is to check if you are eligible for an aged care assessment. You can do this:
 - through an Elder Care Support worker by emailing aged.care@naccho.org.au or seeing the [list of Elder Care Support providers](#)
 - online at the [My Aged Care](#) website

- by calling My Aged Care on **1800 200 422**
 - in-person with an Aged Care Specialist Officer at a Services Australia office, book an appointment by calling **1800 227 475**. Services Australia is sometimes also known as Centrelink.
- If your application to get an assessment is approved, you will be referred for an assessment. This involves a yarn with an assessment worker to talk about your aged care needs and support that you need at home. It is usually done in person at your own home.
- Some [Aboriginal and Torres Strait Islander organisations are offering aged care assessments](#) in parts of Australia. The organisations are usually Aboriginal or Torres Strait Islander Community Controlled Organisations.
- After your assessment, if you are approved for aged care services, you will receive:
 - a Notice of Decision – outlining your quarterly budget (amount of funding per quarter starting January, April, July and September) for ongoing services and/or approval for short-term pathways
 - an individual support plan – outlining your goals, strengths and assessed needs.
- You will begin to receive your ongoing services when the funding is made available through your provider. Funding for the Restorative Care Pathway and End-of-Life Pathway will be available immediately.

How much do I have to pay for in-home aged care services?

- Under the new Aged Care Act, there are important changes to the way people will contribute to the cost of their care.
- The government will continue to pay for the majority of aged care and will fund all clinical costs for all participants receiving Support at Home.
- People who can afford to will contribute more to their aged care costs.
- No matter what a person contributes, the government will pay the rest of their aged care costs.
- This ensures everyone gets the services they need.
- You will only pay contributions for services you receive.
- You should check with your provider on their policies for contributions and how they will charge your package, including for last minute service changes.

- If you were approved for a Home Care Package on or before 12 September 2024, you will pay the same, or less, in Support at Home as you did in the previous Home Care Package Program.

How your payment contribution is calculated

- Where you are required to pay a contribution for your aged care services, it will be based on your income and assets.
- There is a lifetime cap on contributions. This means that once you have paid a total of \$130,000 (indexed) towards your services you will not be charged any more for the services you receive. The cap will be indexed annually.
- You can see what your contributions may be for each service with the [Support at Home fee estimator](#).
- Services Australia, sometimes known as Centrelink, can tell you more about your contribution rates.
 - Before 1 November 2025 – Services Australia can give you an interim calculation if they have all the information they need.
 - From 1 November 2025 – they will send you a fee advice letter that will confirm your contribution rates.
- If Services Australia needs more information to calculate your contribution rates, they will write to you. Please reply as soon as you can to avoid paying too much for your services.

If you have trouble paying your contribution

- If you can't afford to pay your fees or contribute to your care costs, help may be available.
- To apply for financial hardship assistance:
 - complete the form at servicesaustralia.gov.au/sa462
 - send the form and any supporting information and evidence required to Services Australia at servicesaustralia.gov.au/financial-hardship-assistance-eligibility-for-aged-care-cost-care?context=23296.
- Services Australia, sometimes known as Centrelink, will assess your application within 28 days. They will let you know in writing of their decision and what assistance you're eligible for. If they need more information to assess your claim, they will contact you to ask for this.
- You will not be asked to make contributions while your application is being assessed. However, contributions are not waived for the period when an application is being assessed and, if the application is unsuccessful, you will be required to pay those contributions.

- My Aged Care's [MyAgedCare.gov.au/financial-support-and-advice](https://myagedcare.gov.au/financial-support-and-advice) has further information to help you plan your finances for aged care.

How do I get help to access aged care services?

- Help is available if you need support to access aged care services.

Elder Care Support workers

- Elder Care Support workers can help you understand aged care services, assessments and choose between different providers.
- The Elder Care Support Program is delivered by the National Aboriginal Community Controlled Health Organisation in partnership with Aboriginal Community Controlled Organisations.
- For support, email aged.care@naccho.org.au
- For more information, visit:
 - health.gov.au/our-work/elder-care-support
 - health.gov.au/resources/publications/list-of-elder-care-support-providers

National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)

- NATSIAACC works with their member organisations and governments to ensure Elders can access support and care that is culturally safe, trauma-aware and healing-informed, and recognises the importance of their personal connections to community and Country.
- For more information, visit natsiaacc.org.au

Older Persons Advocacy Network (OPAN)

- OPAN provides free and confidential support for older people receiving government-funded aged care. They provide advocacy services to help you receive better aged care. They can help you understand your rights, find aged care services that are right for you, and try to solve any problems you're having with your aged care.
- They have a network of specialist Aboriginal and Torres Strait Islander advocates who can support you to get aged care that meets your needs.
- For more information, visit open.org.au

Care finders

- Care finders can help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them.
- Visit the My Aged Care website to see a list of care finders in your area
[MyAgedCare.gov.au/help-care-finder](https://myagedcare.gov.au/help-care-finder)

How can I make a complaint about my aged care services?

- You can make a complaint to your aged care provider, worker or responsible person of an aged care provider, such as a CEO or Board Member.
- If you do not feel comfortable raising a complaint with your provider or are not satisfied with the outcome, you can make a complaint to:
 - an Elder Care Support worker
 - the [Complaints Commissioner](#) (who is independent from the regulatory functions of the Aged Care Quality and Safety Commission)
 - email info@agedcarequality.gov.au
 - call 1800 951 822 for general complaints
 - call 1800 844 044 for food, nutrition and dining related complaints
 - a staff member of the Aged Care Quality and Safety Commission
 - the Department of Health, Disability and Ageing
 - a police officer
 - an independent aged care advocate.
- [OPAN](#) also provides free, confidential support to help older people, their families and representatives raise concerns and make complaints about aged care services. If you would prefer to speak to a representative over the phone, you can call the Aged Care Advocacy Line on 1800 700 600.

Editorial content

This article can be used in your newsletter, e-newsletter and/or website news section.

News article

Changes to home aged care services

A new program called Support at Home will help older people live at home for longer. It starts from 1 November 2025.

It is part of the new Aged Care Act, the main law that sets out the aged care system. The new Act has an important Statement of Rights. It helps to make sure the needs and rights of all older people, including Aboriginal and Torres Strait Islander people, are at the heart of the aged care system.

The Support at Home program will help older Aboriginal and Torres Strait Islander people to get aged care that is:

- culturally safe
- trauma-aware
- healing-informed
- in or near your community.

Support at Home will replace the Home Care Packages and Short-Term Restorative Care programs. The Commonwealth Home Support Program will join Support at Home no earlier than 1 July 2027.

Support at Home will make it easier to get the help you need to remain at home. This includes for things like cleaning, gardening, shopping, nursing care and physiotherapy. Products, equipment and home modifications can also be purchased to help with daily tasks.

The program has ongoing services to help you at home, as well as 3 short-term supports.

Short-term supports

1. The Restorative Care Pathway helps you improve or regain your ability to do everyday tasks after an age-related illness or injury.
2. The End-of-Life Pathway gives palliative care support at home, such as personal care, domestic help and nursing care.
3. The Assistive Technology and Home Modifications scheme provides equipment and changes to your home to make it safer and easier for daily living.

Moving to Support at Home

If you already receive a Home Care Package, you won't need a new assessment. Your provider will help you move to Support at Home and update your care plan.

More information

Learn more about aged care services and Support at Home:

- visit the [Department of Health, Disability and Ageing website](#)
- visit the [My Aged Care website](#)
- call My Aged Care on 1800 200 422.

Social media posts

Below are suggested posts for your social media channels.

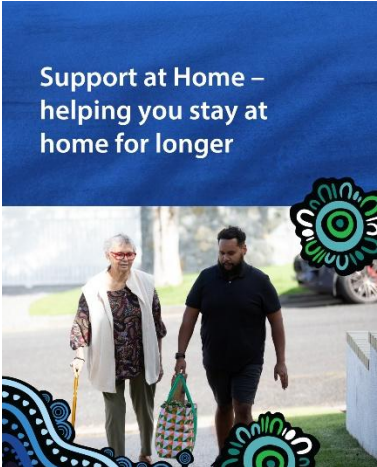
Support at Home overview

Channel	Copy	Social media video
Facebook	 Support at Home is a new aged care program to help you stay in your own home for longer. It aims to help older Aboriginal and Torres Strait Islander people to get aged care that is: ♦ culturally safe ♦ trauma-aware ♦ healing-informed ♦ in or near your community. Support at Home replaces the Home Care Packages and Short-Term Restorative Care programs. Services can be ongoing or short-term, depending on what's right for you. Learn more about Support at Home by yarning with an Elder Care Support worker or visiting  www.myagedcare.gov.au/support-home-program	Support at Home - overview for older people
Instagram	Is your loved one thinking about aged care services?  Support at Home is a new aged care program. It aims to help older Aboriginal and Torres Strait Islander people to get aged care that is:	Support at Home - overview for older people

Channel	Copy	Social media video
	♦ culturally safe ♦ trauma-aware ♦ healing-informed ♦ in or near your community. Services can be ongoing or short-term, depending on what's right for your loved one.  Click the link in our bio and select 'Support at Home' to learn more. Or yarn with an Elder Care Support worker. Link for bio: www.myagedcare.gov.au/support-home-program	
X	#SupportatHome is a new aged care program to help older Aboriginal and Torres Strait Islander people stay at home for longer. Learn more by yarnning with an Elder Care Support worker or visiting www.health.gov.au/our-work/support-at-home	Support at Home - overview for older people

Support at Home services

Channel	Copy	Social media tile
Facebook	 Support at Home services can be ongoing or short-term. It depends on what's right for you. There are 3 types of ongoing services: ♦ clinical care – things like nursing and physiotherapy ♦ independence support – things like showering and social support ♦ everyday living – things like cleaning, gardening and meals. And 3 short-term service pathways for: ♦ restorative care (allied health services to support you with everyday tasks) ♦ palliative care support through the End-of-Life pathway	

Channel	Copy	Social media tile
	◆ support aids (known as assistive technology) and home modifications to help you stay at home longer. Learn more about Support at Home  www.myagedcare.gov.au/support-home-program. Or yarn with an Elder Care Support worker.	
Instagram	Do you or a loved one need help to stay at home?  Support at Home services can be ongoing or short-term. It depends on what you need. Ongoing services include clinical care, independence and support and everyday living. There are also 3 short-term service pathways for: ◆ restorative care (allied health services to support you with everyday tasks) ◆ palliative care support through the End-of-Life pathway ◆ support aids (known as assistive technology) and home modifications to help you stay at home longer.  Click the link in our bio and select 'Support at Home' to learn more. Or yarn with an Elder Care Support worker. Link for bio: www.myagedcare.gov.au/support-home-program	
X	#SupportatHome can be ongoing or short-term. It depends on what you need. ◆ 3 ongoing services help with clinical care, independence support, and everyday living. ◆ 3 short-term supports offer temp support when you need extra help. Learn more www.health.gov.au/our-work/support-at-home	

Videos

You can share these videos in your communications with older people, families and carers.

Support at Home

- [Overview of Support at Home](#)
- [Participant contributions under Support at Home](#)

New Aged Care Act

- [How the new Aged Care Act comes together](#)
- [Your aged care rights](#)
- [I am the centre of my aged care](#)

New Aged Care Act – for Aboriginal and Torres Strait Islander people

- [Putting your aged care rights first](#)
- [Supporting your rights and decisions](#)
- [Improving aged care quality](#)
- [Aged care you can trust](#)

Resources

These resources can be downloaded and shared with older people, families and carers.

Support at Home program

- [Support at Home program – booklet for older people, families and carers](#)
- [Support at Home program – booklet for older Aboriginal and Torres Strait Islander people, families and carers](#)
- [Support at Home program – fact sheet for Aboriginal and Torres Strait Islander people](#)

Contributions and pricing

- [Classifications and funding – fact sheet for Aboriginal and Torres Strait Islander people](#)
- [Participant contributions – fact sheet](#)
- [Consumer protections for Support at Home prices – fact sheet](#)
- [Classifications and budgets – fact sheet](#)

- [Hardship assistance for aged care – factsheet](#)
- [Summary of indicative Support at Home prices](#)
- [Changes to Support at Home pricing arrangements for older people, families and carers – fact sheet](#)

Services

- [Support at Home services – fact sheet](#)
- [Support at Home service list](#)
- [Restorative Care Pathway – fact sheet](#)
- [Assistive technology and home modifications \(AT-HM\) scheme - fact sheet](#)
- [End-of-Life Pathway – fact sheet](#)
- [Care management – fact sheet](#)

Aboriginal and Torres Strait Islander resources

- [Your rights and aged care – fact sheet](#)
- [What is aged care? – fact sheet](#)
- [Getting ready for aged care – fact sheet](#)
- [Aged care assessments and kinship care – fact sheet](#)
- [What is palliative care? – fact sheet](#)

FAQs

- [Support at Home update for older people, families and carers – webinar – August 2025](#)