



Let's yarn about ageing well

Support at Home program

Fact sheet for Aboriginal and Torres Strait Islander people

Home care services help you to keep living in your own home as you get older. Services can range from basic support to more complex care. From 1 November 2025, older people can get home care through the Support at Home program.

About Support at Home

The Support at Home program aims to:

- help more older people stay at home for longer
- provide early support to keep people active and healthy as they age
- offer higher levels of care for those with more complex needs.

The program is part of the new Aged Care Act. The new Act is the main law that sets out the aged care system. It makes sure that older Aboriginal and Torres Strait Islander people can access culturally safe, trauma-aware and healing-informed aged care in or close to their community, Country or Island Home.

Cultural safety in aged care

The new Act 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, you have the right to:

- access aged care that feels culturally safe
- choose someone from your family or community to support you to talk to your provider
- communicate your wishes, needs and preferences
- take part in cultural activities where you can speak in language
- stay connected to community, Country or Island Home
- have your privacy respected
- raise issues when something isn't right.

You also have the choice to have an aged care assessment with an Aboriginal and Torres Strait Islander organisation if there is one available in your region.

Who can access aged care

Aboriginal and/or Torres Strait Islander people aged 50 and over may be eligible for aged care. You can apply for an aged care assessment to see what support is available.

Kinship carers

Getting an aged care assessment or accessing services won't impact your kinship caring arrangements.

If you are a kinship carer, you can still access aged care. You must be aged 50 years or over to apply for aged care.

Aged care services can help you to keep caring for your family as you get older.

How to apply for an assessment

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 on 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**.

Culturally safe assessments

Some Aboriginal and Torres Strait Islander organisations are offering aged care assessments. This means older people can yarn about their aged care needs with someone who is Aboriginal and/or Torres Strait Islander or trained in providing culturally safe care.

If you choose one of these organisations, you can have an assessment somewhere that suits you. You can also bring someone you trust to support you and use an interpreter if needed.

You can log your preference with My Aged Care for an assessment with an Aboriginal and Torres Strait Islander organisation.

Support you can get

The Support at Home program has a service list to show the services that you may be able to get. This includes help for clinical needs like nursing, support to stay independent at home and in your community, and help with everyday things like cleaning.

The program can support you to get culturally safe care, including:

- care that meets your cultural and spiritual preferences and needs, and your physical needs
- help to join cultural activities and community events
- access to Aboriginal and Torres Strait Islander health workers
- equipment and home modifications to help you stay safe at home.

When the program starts from 1 November 2025, your aged care services will be managed by one provider. This will help make it easier to yarn with your provider about your aged care needs.

Get extra support with a care partner

A care partner is a staff member from your service provider who will work with you to:

- set goals and create a care plan
- choose services to fit your needs and budget
- adjust your services anytime you need.

The care plan is guided by your support plan. You get a support plan when you are approved for aged care.

Organising your own services

Making decisions about the care you receive is important. Everyone in Support at Home will/should be supported to make decisions about their care.

Some people like to do more of the organising of their services themselves. This is called self-management. Self-management involves lots of different things, depending on your needs and how much you want to be involved. This could mean:

- organising your budget
- scheduling your own services
- choosing the staff you want to deliver services.

Sometimes this can mean choosing workers from different organisations and arranging how they get paid.

If you want to do any of these things, you need to talk with your provider.

You can only spend your package budget on services listed in your support plan. Your provider must agree to you organising your own services.

Short-term supports

Support at Home provides access to 3 short-term supports if you need them.

Assistive Technology and Home Modifications (AT-HM) scheme

The AT-HM scheme will give you access to assistive technology and home modifications such as:

- products such as pressure cushions
- equipment such as a mobility walker
- home modifications such as a shower rail.

Restorative Care Pathway

The Restorative Care Pathway replaces the Short-Term Restorative Care Programme. If eligible, you may receive coordinated clinical services, such as nursing and allied health.

End-of-Life Pathway

Older people may wish to stay at home with their family on Country while receiving palliative care services. Older people will need a referral for the End-of-Life Pathway for this support. The pathway helps with urgent access to more funding for home care services including help from Aboriginal and Torres Strait Islander health workers.

If you were on a Home Care Package

If you were on a Home Care Package, from 1 November 2025 you will:

- automatically move to the Support at Home program
- keep the same level of support and budget
- get a new classification under Support at Home.

Any unspent funds from your Home Care Package will carry over and can be used for approved services or assistive technology.

If you were receiving a Home Care Package or were approved for one by 12 September 2024:

- you'll pay the same or less in contributions under Support at Home
- you won't pay fees from 1 November, if you didn't pay fees before.

The lifetime cap of \$84,572 still applies. The lifetime cap means that if you have paid a total of \$84,572 in contributions to your home care services over time, you do not need to pay any further contributions. The lifetime cap is indexed in line with the consumer price index twice a year.

Commonwealth Home Support Program

If you get aged care services through the Commonwealth Home Support Programme you will move to Support at Home no earlier than 1 July 2027.

National Aboriginal and Torres Strait Islander Flexible Aged Care Program

In this program, providers deliver a mix of aged care services, mainly in rural and remote areas. The NATSIFAC program is not being replaced by the Support at Home program. For more information, visit health.gov.au/our-work/national-aboriginal-and-torres-strait-islander-flexible-aged-care-program.

Help to access aged care services

For more information and to apply for Support at Home, contact **My Aged Care** on **1800 200 422** or visit MyAgedCare.gov.au

If you need help to access aged care services:

- **Elder Care Support workers** can help you understand and access aged care services, assessments and choose between different providers. See the list of Elder Care Support Providers at health.gov.au/our-work/elder-care-support
- **Care finder** service is a free service for vulnerable people with no support. Visit MyAgedCare.gov.au/help-care-finder
- **Older Persons Advocacy Network (OPAN)** provides free and confidential support for older people receiving government-funded 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. Visit opan.org.au.

Support with decision making

You can choose someone to be a [registered supporter](#) to help you make aged care decisions with My Aged Care. The registered supporter role is about helping you to make and communicate your own aged care decisions and remain in control of your life. A registered supporter can't make decisions on your behalf, but they can help you to make those decisions for yourself.

More information

Follow these links for more information on programs and services in this factsheet.

- [Support at Home](#)
- [Support at Home service list](#)
- [Support at Home guide for older Aboriginal and Torres Strait Islander people](#)
- [Classifications and funding](#)
- [Assistive Technology and Home Modifications scheme](#)
- [Restorative Care Pathway](#)
- [End-of-Life Pathway](#)