

Life has its challenges, but getting help at home shouldn't be one of them. Here's a **step-by-step guide**, to help make your home care journey a good one.

How do I get **SUPPORT AT HOME FUNDING?**

From November 1 2025, the new Support at Home program replaces the Home Care Packages program. This guide will be updated to include the new information.

TOP TIP:

Before you get started, it's best to do a quick eligibility check at myagedcare.gov.au/eligibility-checker





The Support at Home program is designed to help older people live well at home for longer with more choice and better support. We know the application process can sometimes be confusing, which is why we're here to walk beside you on the journey and make sure all your questions are answered.

Step 1. Getting an assessment

An assessment is a free service provided by the Australian Government that determines the level of care that you require and what you are eligible for. While your financial situation won't affect your eligibility, it may determine how much the Government will ask you to contribute (read more in Step 3 on next page).

How do I register?

- 1 Call My Aged Care on **1800 200 422**
- 2 Use the Apply for an Assessment online form on the My Aged Care website
- 3 Obtain a referral from your GP, health professional or hospital
- 4 Book an appointment with a Services Australia Aged Care Specialist Officer (ACSO)

The online form only takes about 20 minutes to fill out. Call *My Aged Care* on **1800 200 422** for assistance. As part of the registration, you'll be asked questions about your health, how you're managing at home, what support you're seeking, and any help you're currently receiving.

If your registration is successful, an assessor will be in touch to arrange an aged care assessment. In this assessment, you'll be asked what you want to be able to do, what you can do well and what you may need help doing.



Scan the QR code to apply for an assessment through the *My Aged Care* website

What you'll need for your assessment:

- ☐ Contact details for your GP or health care professional
- ☐ Your Medicare card
- ☐ Any GP or medical referrals
- ☐ A support person (if desired)
- ☐ One other form of ID (DVA card, drivers license, passport or health care card)
- ☐ Any information about home care you'd like to discuss, as well as information on what support you're already receiving (if applicable).

What happens if I'm unsuccessful?

An aged care assessment is based on needs and eligibility. Not everyone is eligible according to the Australian Government guidelines. You will receive a Notice of Decision that includes reasons and evidence supporting the decision as well as your right of review and who to contact.

Step 2. Receive Notice of Decision

If successful, you will first receive a Notice of Decision approval letter from the Australian Government and be placed in the Support at Home priority system.

There is a lot of demand for in-home care so although you are approved for funding, there may be a wait before funding you receive funding allocation.

There are Fee For Service options available while you're waiting for your Support at Home funding.

Receiving funding allocation does not allocate you a provider. If you need support while you wait for your funding allocation, talk to Lutheran Services about our fee-for-service options.

Step 3. Complete an income and assets test

You'll need to make sure you've completed an income and assets test to determine your participant contribution percentages.

How to complete the income and assets test:



To get an idea of your potential fee, **scan the QR code**

A participant contribution is a contribution towards your care that you will be asked to pay, based on an income assessment that is carried out by the Australian Government. The fee is worked out based on your individual income—including your income and total assets.

When you're ready, go to the Services Australia website to complete the Support at Home Fee Estimator, or phone **1800 227 475**.

Step 4. Select your home care provider

After receiving your funding allocation letter, you'll have 56 days to enter a formal agreement with a Support at Home provider (this could be Lutheran Services).

If you'd like to secure a formal agreement with Lutheran Services, here are the next steps:

- ☐ Get in touch to let us know you've received your funding allocation letter so we can set up an appointment with our home care team
- ☐ One of our friendly home care team members will be in touch to set up an appointment to talk about a program unique to your needs and preferences
- ☐ Review and sign your care plan and Service Agreement so your Support at Home services can begin
- ☐ If you need more time to secure an agreement, don't worry. You can call My Aged Care on **1800 200 422** for a 28-day extension.

A formal agreement must include all fees as well as how your services will be provided. Lutheran Services can provide this for you.



Life's better when you enjoy the company you keep.

As one of Queensland's longest-serving not-for-profit aged care providers, our friendly home care team can help you get access to support at home that's unique to you.

Steps

Step 1

Assessment
eligibility check

Assessment
by assessment
organisation

Step 2

Receive Notice
of Decision and
then funding
allocation letter

Step 3

Complete an
income and
assets test

Step 4

Select your
home care
provider

Need a helping hand?

You don't have to do this alone. Whether it's taking the first step or getting help along the way, our friendly Client & Community Advisors will happily answer all your questions and help you go through the process at your pace.

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 **Lutheran
Services**
Home Care

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