



Support at Home

Support at Home (SAH) is a government funded in-home aged care program that started 1 November 2025



PRESTIGE
inhome care

Call us today **1300 10 30 10**
prestigeinhomecare.com.au

What is Support at Home?



To find out more about Support at Home or enquire about our services, call us on **1300 10 30 10**.

Support at Home is a government-funded program to provide aged care services to older Australians in their own home that started 1 November 2025. It is designed to support people to live at home longer and maintain their independence, their social connections and remain healthy and active.

With the assistance of Support at Home's ongoing funding and Prestige Inhome Care, people can access services, products and home equipment to enhance their quality of life.

Support at Home brings together all current in-home aged care programs over time, and replaces Home Care Packages (HCP), Commonwealth Home Support Programme (CHSP) and Short-Term Restorative Care (STRC).

There will be 83,000 new government funded packages by the end of 2026, and an additional 300,000 by 2035.

What are the key benefits of Support at Home?

- All inclusive hourly rate that incorporates any package management costs.
- Access more funding with 8 classification levels, Level 4 HCP clients can access higher levels of funding.
- Prestige services can start within 24 hours of signing up provided the client has access to their quarterly budget.
- Quarterly budgets - receive funds at the start of each quarter.
- 100% of Support at Home funding can be used on care, so there's no need to save it up.
- You can apply for top up funding for home modifications and restorative care.
- Access to end-of-life funds - higher levels of funding, faster access to palliative care services, and more support to ensure comfort, dignity, and personalised care during the final stages of life.
- Higher levels of care for those with complex needs.
- Waitlist times reduced to average of 3 months by 2027.

What's included?

Under Support at Home, services are categorised as:

Clinical Supports – Specialised services to maintain or regain functional or cognitive capabilities. Delivered, or supervised by a qualified or accredited health professional. (eg. Nursing, Allied Health through third party providers).

Independence – Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently (eg. Personal care, individual social support, in-home respite).

Everyday Living – Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes (eg. Domestic assistance, meal preparation, shopping assistance).



Have you got a Home Care Package?

Current Home Care Package recipients transitioned to Support at Home on 1 November 2025. There's no need for reassessment, as clients are -automatically transferred with equivalent funding levels. Any unspent funds carry over, providing additional flexibility for accessing services or approved assistive technologies.

If your needs change and you think you require a higher level of support, you will undergo a re-assessment. Following this you will transition fully into Support at Home and its program framework with a new SAH funding level.

Co-Contributions

In establishing Support at Home, the government committed to continue to be the main funder for aged care, while recognising that it is appropriate for older people to contribute when they have the means to do so.

Under Support at Home, participants only pay contributions on the services they receive. Contributions are based on the type of service received and the clients pension status and financial means.

The government has implemented a strong safety net for low means participants to meet aged care costs.

Under the new co-contribution scheme, on average, for every \$1 you contribute to your care, the government will contribute around \$7.80

1

Clinical Supports

eg. nursing, physiotherapy

No contribution

100% government funded

2

Independence

eg. personal care, mobility assistance, eating, remedial therapy

Moderate contribution

Full pensioner: 5%

Part pensioner:
between 5% and 50%
based on assessment of
income and assets.

Self funded retiree: 50%

3

Everyday Living

eg. domestic help,
food prep, gardening

Higher contribution

Full pensioner: 17.5%

Part pensioner:
between 17.5% and 80%
based on assessment of
income and assets.

Self funded retiree: 80%

Understanding Support at Home

Ongoing Funding Classification Levels

There are 8 classification levels of funding available under Support at Home. Eligible Support at Home recipients will receive a funding classification level that will enable them to access the services they require.

Classification	Quarterly Budget	Annual Amount
1	\$2,674	\$10,696
2	\$3,995	\$15,981
3	\$5,479	\$21,919
4	\$7,386	\$29,545
5	\$9,883	\$39,535
6	\$11,989	\$47,957
7	\$14,530	\$58,122
8	\$19,427	\$77,709
Restorative Care Pathway	~\$6,000 (12 weeks) May be increased up to \$12,000 when eligible	
End-of Life Pathway	~\$25,000 (12 weeks)	
Assistive Technology and Home Modifications	Low, medium and high funding tiers based on assessed need.	

Budget figures may be subject to government change.

For Support at Home funding levels, visit our Support at Home Hub:
prestigeinhomecare.com.au/service/support-at-home/



Other available funding through Support at Home

Short-Term Funding Pathways

Restorative Care: Funding to help support people to improve or maintain their independence for short-term needs. This pathway offers funding of between \$6,000 - \$12,000 to access goal-oriented allied health services for a temporary period of up to 12 weeks. For example, recovering from a fall, or post-hospital rehabilitation.

End-of-Life Pathway: Funding recognises the preference of many people with life limiting illnesses to spend their final time at home. Eligible Support at Home clients can access up to \$25,000 over a 3 month period for in-home care that complements their specialist palliative care program. For example, personal care, nursing services for symptom management, respite care for family members, oxygen supplies, counselling.

Assistive Technology and Home Modifications

An additional funding option for equipment, products and home modifications is now available, separate from the funding you may receive through your quarterly budget. The Support at Home assessment will also consider an applicants need to access the AT-HM Scheme, with low, medium or high tiers of funding of between \$500 for low requirements and \$15,000 for high needs clients. For example, the AT-HM funds can be used for the purchase of back cushion supports, commode chairs, mobile hoists and face-to-face- communication software.

Prestige Inhome Care's experienced Case Managers work with you and your loved one to assess, plan and implement the services and supports you need and ensure you get the most value from your funding.



AT-HM funding can cover:

- Products and equipment
- Home modifications
- Prescriptions (where approved)
- Wrap-around services, eg. funds could go towards associated allied health expenses
- Coordination costs

The AT-HM list is sorted into the following categories:

- Managing body functions
- Self-care
- Mobility
- Domestic life
- Communication and information management
- Home modifications

Why Choose Prestige Inhome Care?



Family Owned and Run

Supporting Australians for over 20 Years.



Bespoke Care Teams

Qualified Carers & Nurses matched to your needs.



Service Guarantee

If you're not satisfied, we'll fix it or refund your money.



Leading Tech Provides Convenience

Monitor your loved one's care on the app.



Live Phone Support 24/7

Emergency clinical on-call team.



No Contractors

We employ 800+ of our own qualified carers and nurses.



Local Office, Local Staff

Care teams and office staff based near you.



Palliative Care Experience

Staff trained in Palliative Care.



Our Services



For 20 years, Prestige Inhome Care has helped Australians maintain their independence.

Our Support at Home services include:

- Personal Care
- Domestic Support
- Transport
- In-Home Nursing
- Post Hospital Support
- In-Home Respite Care
- Companionship
- Live-In Care
- Home & Garden Maintenance

Prestige also offers these services if you or a loved one require private self-funded care:

- Private Care
- 24-Hour Care
- Dementia Care
- Palliative Care
- Disability Support and NDIS
- MND Care at Home

Private care while you wait

Our team can help you setup self-funded care whilst you're on the waitlist and transfer your funding across once it's allocated. Once you have SAH Package, we can also help you supplement your hours with private care.

Our team can help you transition

We can support you to apply for a Support at Home package or switch providers. We will help you navigate the whole process right through to commencing services, at no additional cost.

To find out more about Support at Home or enquire about our services, call us on **1300 10 30 10**.

9 Steps to Begin Support at Home Services

Contact My Aged Care on 1800 200 422 or visit myagedcare.gov.au

1

2 Undergo an assessment to determine your eligibility for government funded support.



3 A support plan is developed with the client and assessor.

3

4

4 Client receives Notice of Decision letter and receives a unique referral code.

Determine co-contribution by contacting Services Australia on 1800 227 475 who will assess income and assets.

5

6

6 Contact Prestige Inhome Care on 1300 10 30 10 to learn more about our services and book a consult.



Prestige Inhome Care accepts referral in My Aged Care and notifies Services Australia that care has started.

8

7

7 Client and Prestige Inhome Care enter into an agreement.

9

9 Prestige Inhome Care and client develop a tailored care plan. Your services will begin.

Frequently Asked Questions

I have a Home Care Package (HCP). Is there anything I need to do to start Support at Home (SAH)?

No, you do not need to take any action. Your HCP funding and services will continue uninterrupted. However, from 1 November 2025, you began to receive a quarterly budget, which will replace the monthly arrangement. The quarterly budget amount will be the equivalent to your current HCP level.

I'm now on the National Priority System waiting for my package to begin. How will SAH affect me?

If you have had an assessment and were added to the National Priority System on/after 12 September 2024, you will retain your position on the list. Once your funding is approved, you will transition to Support at Home, along with your approved funding level. You will not need to undertake another assessment.

How will I know what my funding level will be?

Following your assessment and pending your eligibility, you will receive a Support Plan and Notice of Decision. This will include your funding classification.

What are the new Funding Classifications?

There are 8 Support at Home funding classifications ranging from \$11,000 at Level 1, up to \$78,000 annually at Level 8.

With 8 classification levels, allocation of funding can better target the aged care needs of participants, with the ability to be re-assessed into higher levels as their needs change.



What financial contribution will I need to make to my Support at Home budget?

When undergoing the Support at Home Assessment, an applicants income and assets will also be assessed (Aged Pension means test) to determine their ability to financially contribute to their care. Taking this into consideration, the contribution rate will depend on the supports and services a client receives.

Clinical Supports category will not attract any contribution (eg. nursing, physiotherapy). The Government will fund all clinical care.

Independence service category (eg personal care) will attract a moderate contribution, including products and equipment under the AT-HM Scheme. This will vary depending on a clients means.

Everyday living category will attract the highest level of participant contribution (eg. domestic services and gardening), and the amount of contribution will also depend on an individuals financial means.

Full pensioners will generally pay lower contributions compared to self-funded retirees.

Services Australia will confirm your contribution amount.

Frequently Asked Questions

Why did Home Care Packages change?

The changes to Home Care Packages are a result of recommendations from the Royal Commission into Aged Care Quality and Safety. The goal is to create a fairer, more responsive system that improves wait times and access to care, allowing more people to live independently at home. There is an added focus on early intervention and goal-orientated support. These changes reflect the needs and feedback of older Australians, care providers, and industry stakeholders.

What does a Support at Home provider do?

SAH providers assist you to access the care, support and service delivery you need according to your approved support plan. They provide expertise in the aged care system and can ensure you receive quality support. Your safety and any risks are always considered in delivery of support and providers remain responsible for keeping up to date with government changes, regulations and standards.

SAH providers can directly provide personal and clinical care and assist you in managing your Support at Home program through the services of a care partner (formerly known as a Case Manager).

Talk with Prestige Inhome Care, let us work with you to develop an individual support plan that best suits your needs.

Why should I use a SAH provider?

A SAH provider will allocate you a Care Partner. Your Care Partner will work with you to help you decide what services you receive and how they will be delivered.

Providers and care partners will:

- Identify needs and develop care plans.
- Plan and coordinate services.
- Monitor, review and evaluate services and care plan outcomes.
- Evaluate your budget and monitor expenditure.
- Make referrals and transfers to other providers.
- Provide support & education on navigating the aged care system.
- If you are eligible, they will be responsible for sourcing any required assistive technology or home modifications through the AT-HM Scheme.

Providers are responsible for ensuring your needs are met and your quarterly budget is used effectively and responsibly.



Quick Links

Government Information

Apply for an aged care assessment online:

www.myagedcare.gov.au/assessment/apply-online

Support at Home Program Booklet:

<https://www.health.gov.au/resources/publications/support-at-home-program-booklet-for-older-people-families-and-carers?language=en>

About Support at Home:

www.health.gov.au/our-work/support-at-home

Support at Home price guidance for consumers:

<https://communitycarereview.com.au/2025/03/25/support-at-home-price-guidance-for-consumers>

Features of the new Support at Home program:

<https://www.health.gov.au/our-work/support-at-home/about/intent-of-the-support-at-home-program?language=en>

To begin your Support at Home journey, call our friendly team on 1300 10 30 10, or email enquiries@prestigeinhomecare.com.au

*The information provided is based on current government advice and the Support at Home Program may differ based on your individual circumstances.

