



Support at Home Program

About Support at Home

Support at Home is a program to help older people remain at home as they age. It improves access to services, products, equipment and home modifications to help older people to remain healthy, active and socially connected to their community.

Support at Home replaced the Home Care Packages Program and the Short-Term Restorative Care Programme on 1 November 2025.

Support at Home provides older people with a defined list of services:

- clinical supports, such as nursing care, occupational therapy, and podiatry
- independence, such as help with personal care, taking medications, transport, and respite care (note: personal care will be classified as clinical support from October 2026)
- everyday living, such as cleaning, gardening, shopping, or meal preparation
- it also includes services that support culturally safe care, such as help to join in cultural activities and access to Aboriginal and Torres Strait Islander health practitioners and health workers.

The Support at Home program includes:

- **Ongoing services** consisting of 8 classifications, and these are linked to different levels of funding. The more care an older person needs, the higher the classification will be.
- Along with the 8 ongoing classifications, there are three short-term pathways:
 - The **Restorative Care Pathway** helping older people maintain and improve their independence through primarily allied health services
 - The **End-of-Life Pathway** providing dedicated funding to access services to support older people to remain at home in their last 3 months of life.
 - The **Assistive Technology and Home Modifications (AT-HM)** scheme for separate funding for products, equipment and home modifications.

How to apply for Support at Home

Refer online

General practitioners (GPs) can make a referral on behalf of their patients by submitting the [Make a referral](#) form online. In this form, they can submit the patients details and include supporting documents such as specialist reports which are relevant to the referral. This form should only be used for a first-time referral, not for requesting a reassessment for someone already receiving services.

Contact My Aged Care

GPs can make a referral by calling My Aged Care on 1800 200 422.

Making an urgent referral

If your patient needs services urgently (which, if not met immediately, may place them at risk), you can bypass the usual process to ensure they get timely care. To make an urgent referral:

- Contact My Aged Care on 1800 200 422 and they can refer the client to an aged care provider.
- Refer them directly to an aged care provider. You can use the [Find a provider](#) tool to search for providers in your area and view their services.
- Organise emergency residential respite care if a patient needs it urgently, such as when a primary carer suddenly becomes ill or passes away, immediate support may be available. In these situations, GPs can contact Carer Gateway on 1800 422 737 or visit the [Carer Gateway website](#) for more information.

If the patient is already receiving services

GPs can request a Support Plan Review through the patient's current provider if their needs, goals or circumstances have changed.

For more information about how to refer patients for an assessment, refer to [Referring your patient for an aged care assessment](#).

How to find out if the patient is already accessing aged care services

GPs can contact My Aged Care on 1800 200 422 to check whether the patient is already receiving aged care services before making a referral.

Engagement with General Practice

The Department of Health, Disability and Ageing (the department) are working with GPs to promote their role in supporting older people to access Support at Home services.

The focus of the department's engagements with GPs is to:

- support consistent understanding of the program
- strengthen connections with general practice
- improve the older persons journey through Support at Home.

Resources

- **Support at Home service list and program guide**
 - [Support at Home guidance for General Practitioners](#)
 - [Support at Home service list](#)
 - [Support at Home Program manual](#)
 - 13.0 Assistive Technology and Home Modifications Scheme
 - 14.0 Restorative Care Pathway
 - 15.0 End-of-Life Pathway
- **Short term pathways**
 - [Support at Home short-term pathways video](#)
 - Assistive Technology and Home Modifications scheme
 - [Support at Home AT-HM list](#)
 - [Support at Home – Assistive Technology and Home Modifications \(AT-HM\) scheme \(fact sheet\)](#)
 - Restorative Care Pathway
 - [Support at Home – Restorative Care Pathway](#)
 - [Restorative Care Pathway Clinical Guidelines](#)
 - End-of-Life Pathway
 - [Support at Home – End-of-Life Pathway \(fact sheet\)](#)
 - [End-of-Life Pathway – fact sheet for doctors and nurse practitioners](#)
- **Support at Home training**
 - Learning package 1: The [Program Overview training module](#) introduces Support at Home and explains how it will operate. This includes fundamental concepts and processes that underpin Support at Home.
 - Module 3: [Short-term pathways](#) provides detail around Assistive Technology and Home Modifications (AT-HM) scheme, Restorative Care Pathway and End-of-Life Pathway, and how they operate.