

Support at Home service list

You can receive a range of services if you are approved for the Support at Home program.

Only services on the approved list are subsidised. You may purchase additional services privately. The Support at Home service list has 3 service categories that you can access.

3 service categories:



CLINICAL SUPPORTS
such as nursing care, occupational therapy and physiotherapy.



INDEPENDENCE
such as help with showering, taking medications, transport or respite care.



EVERYDAY LIVING
such as cleaning, gardening, shopping or meal preparation.

What services can I get?

Support at Home offers a wide range of services to help you continue living well at home. Following aged care notice of decision, you'll be approved for a funding classification that enables access to services suited to your assessed needs, selected from a defined service list. Your care partner will help you choose the mix of services you can access within your budget.

Under Support at Home, you'll be supported through a care partnership model. A Care Partner is a dedicated staff member from your service provider who works with you throughout your aged care journey. They help you understand your options, navigate the system, and ensure your care aligns with your goals and preferences.

Together, you'll identify your needs, goals, and existing supports, which are documented in a care plan. This plan is reviewed annually, or more often if needed, and is guided by your support plan or Aged Care Notice of Decision, developed when you are approved for aged care. You can work with your Care Partner at any time to adjust your mix of services from the approved list, ensuring they continue to reflect your personal goals, preferences, and changing needs. Together, you'll explore options and make decisions that best support your wellbeing.

FAQs | SERVICES

Can I get services not on the service list?

Only services on the government's Support at Home service list are subsidised. You can access other services, but you'll need to pay for them yourself.

Can I receive care from more than one provider?

From 1 November 2025, a single provider will manage and deliver all your services under the Support at Home program. If your circumstances change – for example, if you relocate or your needs evolve, you can choose

to change providers. Your Care Partner can support you through this process to ensure continuity and quality of care.

Will I need to make a contribution?

Yes – if you receive services in the Independence or Everyday Living categories, you may be asked to contribute to the cost, depending on your income. This is determined by Services Australia through an income assessment. There is no cost for Clinical Supports (such as nursing), which are fully funded under the Support at Home program.



Clinical supports

Specialised services to maintain or regain functional and/or cognitive capabilities.

Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.

NURSING CARE

- Registered nurse
- Enrolled nurse
- Nursing assistant
- Nursing care consumables

ALLIED HEALTH AND OTHER THERAPEUTIC SERVICES

- Aboriginal and Torres Strait Islander health practitioner
- Aboriginal and Torres Strait Islander health worker
- Allied health assistance
- Counselling or psychotherapy
- Diet or nutrition
- Exercise physiology
- Music therapy
- Occupational therapy
- Physiotherapy
- Podiatry
- Psychology
- Social work
- Speech pathology

NUTRITION

- Prescribed oral or enteral nutrition

CARE MANAGEMENT

- Home support care management

RESTORATIVE CARE MANAGEMENT

- Home support restorative care management



Independence

Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.

PERSONAL CARE

- Assistance with self-care and activities of daily living
- Assistance with the self-administration of medication
- Continence management (non-clinical)
- Social support and community engagement
- Group social support
- Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs

THERAPEUTIC SERVICES FOR INDEPENDENT LIVING

- Acupuncture
- Chiropractic
- Diversional therapy
- Remedial massage
- Art therapy
- Osteopathy

RESPIRE

- Flexible respite
- Community and centre-based respite

TRANSPORT

- Direct transport (driver and car provided)
- Indirect transport (taxi or rideshare service vouchers)

ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS

- Assistive technology
- Home modifications



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.

DOMESTIC ASSISTANCE

- General house cleaning
- Laundry services
- Shopping assistance

HOME MAINTENANCE AND REPAIRS

- Gardening
- Assistance with home maintenance and repairs
- Expenses for home maintenance and repairs

MEALS

- Meal preparation
- Meal delivery