



What you need to do to prepare to move to Support at Home



As referenced in the letter providing information on how to prepare for the Support at Home program, there are a number of activities that the Department of Health and Aged Care and Services Australia are progressing on your behalf. The below checklist outlines steps you can take to prepare for the change.

Activity	Time frame	Where to find more information	Complete
Learn more about the Support at Home Program.	Resources available now	Visit the My Aged Care website: www.myagedcare.gov.au Information includes: <ul style="list-style-type: none">• factsheets• <i>Support at Home program – Booklet for older people, families and carers.</i> You can also ask your provider for these resources.	<input type="checkbox"/>
Learn about Support at Home fees and contributions.	Resources available now	See the Support at Home program – Booklet for older people, families and carers. You can talk to your provider about your fees when you move to Support at Home. There will soon be a fee calculator available on the My Aged Care website to estimate any fees you might pay for Support at Home.	<input type="checkbox"/>

Activity	Time frame	Where to find more information	Complete
Expect your provider to contact you to review your care plan and establish a new Service Agreement (currently known as a Home Care Agreement).	From April/ May 2025	You can contact the Older Persons Advocacy Network for information about your rights and to request an advocate to support you. Call 1800 700 600 or visit www.opan.org.au .	<input type="checkbox"/>
Speak to your provider if you want to use your unspent funds to purchase assistive technology or home modifications. This can form part of your Service Agreement discussion.	From April/ May 2025	Information about the Assistive Technology and Home Modifications Scheme is available on the department's website (www.health.gov.au) You can also ask your provider for information.	<input type="checkbox"/>
If you are currently paying Income Tested Care Fees, Services Australia will notify you of your Support at Home contribution rate. You may need to provide income and asset information.	From 1 July 2025	You, your correspondence nominee and service provider will receive a letter from Services Australia. Visit My Aged Care to learn about customer protections and what to do if you can't afford aged care fees.	<input type="checkbox"/>

Refer to “**Where can I go if I have questions?**” for additional support to complete these activities.