



Support at Home Service List



Call us on
1300 866 228

Participant contribution category	Service type	Services	In scope	Out of scope
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 	<ul style="list-style-type: none"> Registered nurse Enrolled nurse Nursing assistant Nursing care consumables Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants. 	Community based nursing care to meet clinical care needs such as: <ul style="list-style-type: none"> - assessing, treating and monitoring clinical conditions - administration of medications - wound care, continence management (clinical) and management of skin integrity - education - specialist service linkage. 	Subsidised through other programs: <ul style="list-style-type: none"> - services more appropriately funded through other systems (e.g. health or specialist palliative care).
	Allied health and other therapeutic services 	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander health worker Allied health therapy assistant Counsellor or psychotherapist Dietitian or nutritionist Exercise physiologist Music therapist 	<ul style="list-style-type: none"> Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home. Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity. 	Subsidised through other programs: <ul style="list-style-type: none"> - other government programs must be exhausted in first instance if already in place (e.g. Chronic Disease Management Plan, Mental Health Plan) - services more appropriately funded through the primary health care system (e.g. hospital and ambulance costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care)



Participant contribution category	Service type	Services	In scope	Out of scope
<i>Clinical supports cont.</i>	<i>Allied health and other therapeutic services cont.</i>	<ul style="list-style-type: none"> • Occupational therapist • Physiotherapist • Podiatrist • Psychologist • Social worker • Speech pathologist 	<ul style="list-style-type: none"> • Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate. • Interventions can be provided: <ul style="list-style-type: none"> - in person or via telehealth - individually or in a group-based format (e.g. clinically supervised group exercise classes). • A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so. • Prescribing and follow-up support for AT-HM (Assistive Technology and Home Modifications). 	<ul style="list-style-type: none"> - management of conditions unrelated to age/disability related decline (e.g. acute mental health).



Participant contribution category

Service type

Services

In scope

Out of scope

Clinical supports cont.

Nutrition



- Prescribed nutrition
- Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.

- Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.

- General expenses:
- products that are not prescribed for age related needs (e.g. weight loss).

Care management



- Home support care management

- Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g. care planning; service co-ordination; monitoring, review and evaluation; advocacy; and support and education).
- Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.

- Administrative costs funded through prices on services.

Restorative care management

- Home support restorative care management

- Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway.
- Care partners will hold clinical qualifications.

- Administrative costs funded through prices on services.



Participant contribution category

Service type

Services

In scope

Out of scope

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)

- Attendant care to meet essential and on-going needs (e.g. mobility, eating, hygiene).
- Support with self-administration of medication activities (e.g. arrange for a pharmacist to prepare Webster packs).
- Attendant care to manage continence needs (e.g. support to access advice/funding, assistance changing aids).

- General expenses:
- professional services that would usually be paid for (e.g. waxing, hairdressing).
- Subsidised through other programs:
- services more appropriately funded through the health system (e.g. pharmaceuticals, dose administration aids).

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.

- Services that support a person's need for social connection and participation in community life.
- Support may include:
- service and activity identification and linkage
 - assistance to participate in social interactions (in-person or online)
 - visiting services, telephone and web-based check-in services
 - accompanied activities (e.g. support to attend appointments).

- General expenses:
- costs to participate in an activity (e.g. tickets, accommodation, membership fees)
 - the purchase of smart devices for the purpose of online engagement
 - service fees (e.g. funeral plans, accountant fees).



Participant contribution category	Service type	Services	In scope	Out of scope
<i>Independence cont.</i>	<i>Social support and community engagement cont.</i>		<p>Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, trans-gender and/or intersex people.</p> <p>Support may include:</p> <ul style="list-style-type: none"> - assistance to access translating and interpreting services and translation of information into the older person's chosen language - referral pathways to advocacy or community organisations - assistance in attending cultural and community events. • Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g. paying bills online, accessing telehealth services, connecting with digital social programs). 	<p>Subsidised through other programs:</p> <ul style="list-style-type: none"> - the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.



Participant contribution category

Service type

Services

In scope

Out of scope

Independence cont.

Social support and community engagement cont.

- Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services.

Therapeutic services for independent living



- Acupuncturist
- Chiropractor
- Diversional therapist
- Remedial masseuse
- Art therapist
- Osteopath

- Assistance (e.g. treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home.
- Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.
- Interventions can be provided:
 - in-person or via telehealth
 - individually or in a group-based format (e.g. diversional therapist led recreation program).

- Subsidised through other programs:
- other government programs must be exhausted in first instance if already in place (e.g. Chronic Disease Management Plan)
 - services more appropriately funded through the primary health care system (e.g. ambulance/hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care)
 - management of conditions unrelated to age/disability related decline (e.g. acute mental health)
 - services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception).



Participant contribution category

Service type

Services

In scope

Out of scope

Independence cont.

Therapeutic services for independent living cont.

- A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so.
- Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline.
- Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation.

General expenses:

- massage for relaxation
- costs to participate in recreation programs (e.g. tickets, accommodation, membership fees, supplies to participate like craft materials).

Respite



- Respite care

- Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community.

Subsidised through other programs:

- residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).



Participant contribution category

Service type

Services

In scope

Out of scope

Independence cont.

Transport



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

- Group and individual transport assistance to connect an older person with their usual activities.

General expenses:

- purchase of an individual's car and an individual's vehicle running costs
- licence costs
- professional transit services (e.g. public transport, flight, ferry)
- claiming transport costs where state-based or local government travel assistance programs are available
- travel for holidays.

Assistive technology and home modifications



- Assistive technology
- Home modifications

- Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance and repair.



Participant contribution category

Service type

Services

In scope

Out of scope

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

- Essential light cleaning (e.g. mopping, vacuuming, washing dishes).
- Launder and iron clothing.
- Accompanied or unaccompanied shopping.

General expenses:

- professional cleaning services that would usually be paid for (e.g. pest control, carpet cleaning, dry cleaning)
- pet care
- cost of groceries and other purchased items.

Home maintenance and repairs




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

- Essential light gardening (e.g. lawn mowing, pruning and yard clearance for safe access).
- Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g. clean gutters, replace lightbulbs and repair broken door handle).

General expenses:

- professional gardening services that would usually be paid for such (e.g. tree removal, landscaping, farm or water feature maintenance)
- gardening services that relate to visual appeal rather than safety/ accessibility (e.g. installation and maintaining plants, garden beds and compost)
- professional maintenance and repair services that would usually be paid for (e.g. professional pest extermination, installing cabinetry, replacing carpets due to usual...)



Participant contribution category	Service type	Services	In scope	Out of scope
Everyday living cont.	Home maintenance and repairs cont.			<p>...wear and tear) except if there is an imminent age-related safety risk (e.g. repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair)</p> <ul style="list-style-type: none"> - services that are responsibility of other parties (e.g. landlords, government housing authorities, generally covered by private insurance).
	<p>Meals</p> 	<ul style="list-style-type: none"> • Meal preparation • Meal delivery 	<ul style="list-style-type: none"> • Support to prepare meals in the home. • Pre-prepared meals. 	<p>General expenses:</p> <ul style="list-style-type: none"> - cost of ingredients - takeaway food delivery - meal delivery for other members of the household.