

Introduction to the Support at Home program





Welcome to the next generation of health and aged care.

Home is where you feel the most relaxed and comfortable, and with Silverchain it's where you'll always receive the Best Care.

As one of Australia's leading in home care specialists, Silverchain provides health and aged care services to 140,000 clients a year.

We provide a range of in home health and aged care services designed to help you remain independent, do things you love and stay at home for as long as you wish.

You may be eligible for Australian Government aged care funding towards our services through the Support at Home program and our health care programs, or you can choose to pay for our services privately.

Our health and aged care services

Basic and ongoing care

Support at home to help with everyday living and your independence.

- Domestic Assistance
- Home Maintenance
- Meals
- Personal Care
- Social Support
- Respite Support
- Transport
- Equipment and products.



Clinical and complex health care

Health care to keep you at home and out of hospital.

- Nursing Care
- Allied Health
- Nutrition
- Care Management
- Continence Care
- Wound Care
- Respiratory Services
- Care Coordination
- Post Acute Care
- Hospital Discharge Support
- Home Hospital Services.



Specialised care for life limiting illnesses.

- Specialist Palliative Care
- End of Life Care.



From a little help as you age to complex care at any stage, we're here for you.

Our range of in home aged care services

Our care can include help with daily tasks like preparing meals, through to nursing care.

Delivered by a team of health and aged care professionals including nurses, allied health experts, and care workers, all of our services can be funded through the Australian Government's Support at Home program.

Everyday living supports



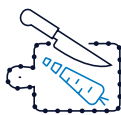
Domestic Assistance

Help to keep your home clean and comfortable.



Home Maintenance and Repairs

Help to maintain your home and garden, keeping it safe and tidy.



Meals

Help with grocery shopping, preparing meals, and making sure you eat well.

Please note: Service availability may differ by location, so please contact us to find out what we can provide in your area.

Independence supports



Personal Care

Support with daily self care tasks like showering and taking your medications.



Social Support and Community Engagement

Supports to keep you socially active, connected, and independent.



Respite Support

Tailored care for you, so your family members and carers can rest and recharge.



Transport

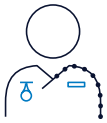
Help to travel to appointments, the local shops, or other places you enjoy.



Assistive Technology and Home Modifications

Equipment and modifications to help you live safely and independently.

Clinical supports



Nursing Care

Personalised care for health conditions such as help with your medication, wound care, or incontinence.



Allied Health

Support to restore and maintain your strength, mobility and balance.



Nutrition

Tailored support for your nutrition needs to improve your health, including prescriptions for supplements.



Care Management

A dedicated Care Partner to help plan, coordinate and review your services to meet your goals.



About Support at Home

The Support at Home program aims to improve in home aged care to help older Australians live independently at home for longer.

Support at Home brings together existing government aged care programs into a single program. From 1 November 2025, it replaces the Home Care Package (HCP) and Short Term Restorative Care (STRC) programs.

If you need complex or intensive ongoing care, you may be eligible for Support at Home.

There are **eight levels of ongoing funding** you could receive to meet low to high care needs.

There is also funding available to meet different short term needs.

These include:

- **Restorative Care pathway:** Funding to maintain and improve your independence through multidisciplinary allied health services after an injury or illness.
- **End of Life pathway:** Funding to access services and remain at home during your last three months of life.
- **Assistive Technology and Home Modifications (AT-HM) Scheme:** Funding to access products, equipment and home modifications to help you live independently at home.

Our health and aged care services



Contributing to the cost of your care

The Australian Government expects Support at Home clients to financially contribute towards the cost of their care if they can afford to do so.

Your contribution depends on your current income and assets, and the types of services you need. Services Australia will determine how much you need to pay.

The government will pay the total cost of clinical services like Nursing Care, or Occupational Therapy. This means these services are provided at no cost to you. Other services like independence and everyday living supports may require contributions.

We can help you understand what you may need to contribute towards your care. Learn more about our fees at silverchain.org.au/fees-and-charges

Everyday living and independence supports

Government funding (%)



Your Contribution Rate (%)



Clinical supports

Fully funded by the Australian Government

Free for clients



If you're currently receiving CHSP, HCP or STRC funding, we can help you transition smoothly to the Support at Home program.

If you need additional care, we can also explain other options, like accessing our health care programs. Contact us on **1300 650 803**.



Waiting periods and care options

Once you're approved for Support at Home funding, you will join the government's National Priority System (their waitlist). Your wait time is determined by how urgently your assessor believes you need access to care and support. Your assessor will give you a priority rating.

If your waiting period is longer than average for your rating, you may be able to receive funding from the Commonwealth Home Support Programme (CHSP) for your services. We encourage you to speak to your My Aged Care assessor about the options available to you.

Private services

You can also choose to self fund your aged care services, while you wait for your funding to be approved, or if you would like more services than the government will fund.

Managing your care and services

With Silverchain, you will have a dedicated and experienced Care Partner to support you as your key point of contact. They make sure your care is safe, effective, and respectful of your preferences, culture, spiritual needs, and identity.

Your Care Partner will work with you, your family, and other health care providers to create a Care Plan based on your aged care assessment.

They will check in regularly to see how you're going, and you can also contact them whenever you need. This means they can make changes to your services to match your goals.

Care Management is a service every Support at Home client can receive. The government allocates 10% of your quarterly budget to pay for these services.

At Silverchain, all of our clients receive Care Management services. This means we manage your services for you, work with you to maximise your budget, and proactively review your care.

Our Care Partners are compassionate and have the extensive industry experience and connections needed to help you get the Best Care.

To receive funding for aged care services, through the Support at Home program

Learn about the eligibility criteria, and how to receive care and services from Silverchain.

Who is eligible for Support at Home funding

To see what funding you can receive towards our services, you will need to complete an aged care assessment through **My Aged Care**.

You may be eligible if you're aged 65 and over, or 50 years and over and an Aboriginal or Torres Strait Islander, or are at risk or experiencing homelessness, and are over 50 years old.

How to receive our services through Support at Home



Step 1: Complete an aged care assessment

You need to start by requesting an assessment by calling My Aged Care on **1800 200 422** or visiting myagedcare.org.au and completing an online form. You can also speak to your General Practitioner (GP).

You will be asked about your current situation and to provide some financial information. If successful, you will be referred for an assessment.

An assessor from My Aged Care will visit your home and work with you and your family, to understand your needs and the services you would benefit from.

You can ask a friend, family member, or carer to be there with you. You can also request support from a translator or Auslan interpreter.



Step 2: Complete an Income and Means Assessment

This assessment is completed by Services Australia, and calculates if you need to make financial contributions based on your financial situation, and how much it will be.

We recommended completing your Income and Means Assessment before receiving your care, to avoid paying higher contributions. We can also help you complete your assessment.



Step 3: Receive approval and join the waitlist

If you're eligible for Support at Home, you will receive a confirmation letter called a 'Notice of Decision' from My Aged Care.

You will also receive your Support Plan which outlines your approved classification level (one to eight), funding and the services your funding will cover. You will then join the National Priority System to wait for your funding.



Step 4: Choose Silverchain to provide your services

When your funding is allocated by the Australian Government, you will receive a confirmation letter from My Aged Care.

Please contact us when you have your letter, and provide us a copy of your Support Plan.

We will then organise a meeting with a member of our care team to develop a budget, and talk through your Service Agreement. They will also answer any questions you may have about receiving our care.



Step 5: Organise your services

We will allocate you a Care Partner, who will meet with you and help you design a Care Plan that aligns with your Support Plan. Your Care Plan will outline the services you want to receive, how they will be delivered, your budget and contributions.

Once your paperwork is done, you can start receiving care.



Why choose Silverchain

For more than a century, we have cared for Australians in their own homes. Get a complete package of health and aged care, home delivered, with Silverchain.



National health care and aged care accreditations

Our services meet the same national safety and quality standards you can expect from a hospital or aged care facility.



Investing in the future of care

We are committed to developing the best practice care and support technologies to improve the care we provide you.



Expert home care

Access a dedicated team with the experience, qualifications, and checks needed to provide excellent and safe home care.



Comprehensive range of services

We have a large range of in home care services designed to support you to live at home independently, through to more complex care such as palliative and hospital level care.



Local care team

Our team live and work in the same communities as you.



We're for community

As a not for profit we invest into improving the care we provide to you.

Get started today

If you have funding and want to start receiving our care, contact us on **1300 650 803** today.



Our team can also assist you if you have questions about how to obtain aged care funding or the services we provide.

To apply for Support at Home funding, contact My Aged Care on **1800 200 422** or visit myagedcare.org.au



The information in this brochure is correct as at 17 September 2025 and is subject to change before the expected implementation of Support at Home in Australia on 1 November 2025.

This brochure does not constitute health, medical or financial advice. Please ensure you seek your own advice and information suited to your specific circumstances.

About Silverchain

Silverchain has been trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years.

Our services include complex and acute nursing; hospital in the home; specialist community palliative care; support to live independently and wellbeing services; allied health services; digitally enabled care and remote monitoring; and chronic and complex disease management.

Our ambition is to create a better home care system for all Australians.

Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

Contact us

Silverchain

Enquiries: 1300 650 803

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silverchain.org.au



Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.