



Support at Home

Preparing for the changes

The new Support at Home program will change how you access home care services, so it's important to understand the differences, and what you need to do now to be ready.



How will I know what's changing?

The best place to start is by getting familiar with the Support at Home program, to see how it differs from other services. You can read more about the program [here](#).

Next, assess your current situation by reviewing your care plan – does it include allied health supports like physiotherapy, occupational therapy, or dietetics? Are there areas where you need more/less support in the future?

You'll also need to communicate with your provider to understand any changes and to confirm if they'll remain part of the approved provider network under Support at Home. You can clarify which services your funding covers and how often you can receive them – and if additional services are required, ask about co-payment options or alternative funding sources (e.g. private health insurance).

When does the new program start?

The Support at Home program comes into effect November 1st, 2025. You can sign up for [email updates](#) or contact [My Aged Care](#) if you're unsure about your timeline or next steps.

Once you have the details of your care plan finalised it is recommended that you work with your Case Manager to coordinate appointments with service providers. Your services providers will help in communicating your details of your condition, and if adjustments to your plan need to be made, schedule regular check-ins with

your Case Manager to track your progress. It's helpful to stay proactive and communicate any health changes so your care plan can be adjusted as needed.

What if I have more questions?

Your case manager is your best contact to discuss changes to your care plan, however reach out to your service providers to discuss any queries around the services provided i.e. allied health provider.

Save these contacts for quick reference:

My Aged Care: 1800 200 422
or www.myagedcare.gov.au

Lifecare Homecare: 08 9424 0200
or lifecare.com.au/homecare

If you require assistance in navigating the process, or would like to discuss any immediate in-home allied health support requirements, please reach out to our friendly team to chat today.