

Short-term Classification Pathways

Support at Home also includes short-term care pathways for specific needs:

- **End-of-Life Pathway**

Compassionate palliative care and support for clients and families during the final stages of life.

- **Assistive Technology & Home Modifications (AT-HM Scheme)**

Funding and support for equipment and home adjustments to improve safety, mobility, and independence.

- **Restorative Care Pathway**

Short-term, goal-oriented care to help clients regain function after illness, injury, or hospitalisation



Referral Process

Getting started is simple:

1. **Contact My Aged Care** at 1800 200 422 or visit myagedcare.gov.au to request an assessment.
2. **Nominate Start Nursing Services** as your preferred provider.
3. **We'll work with you** to develop a personalised care plan and begin services.

Need help with the referral? Just give us a call — we're here to guide you every step of the way.



Services We Provide as an Approved Provider

Start Nursing Services offers a full range of Support at Home services; all services are tailored to your individual care plan and budget.

Services including:

- Clinical nursing and allied health care
- Personal care and hygiene support
- Domestic assistance and meal preparation
- Transport and social engagement
- Home safety assessments and modifications
- In home respite care
- End of life care
- Coordination of care and care management

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SUPPORT AT HOME

Live Well at Home
With the Right Support by Your Side

Who We Are

Start Nursing Services is a trusted provider of compassionate, high-quality care for individuals living independently at home. With a team of experienced nurses, support workers, and allied health professionals, we're committed to helping people live safely, confidently, and comfortably in their own homes.

What Is the Support at Home Program?

Support at Home is a government-funded initiative designed to help older Australians maintain their independence and quality of life at home. It replaces previous Home Care Package with a more streamlined, flexible approach to in-home support.

Whether you need help with clinical care, daily tasks, nursing care, social support, palliative care, assistive technology or home modification, our tailored services ensure you receive the right care, at the right time.

Client Co-Contributions

While the Support at Home Program is subsidised by the Australian Government, clients may be asked to contribute toward service costs based on their financial situation.

Services Delivered Under The Support At Home Program

The service applies to all ongoing and short-term classifications. Support at Home has 3 service categories (clinical supports, independence support and everyday living), each with their own service types, services and participant contribution arrangements.

The services a participant is eligible to receive are based on their assessed needs and outlined in their Notice of Decision and support plan. Start Nursing Services must deliver services in accordance with the participant's assessed needs.

Each client receives a Quarterly Budget based on their assessed care needs. This budget is used to fund approved services and supports, ensuring transparency and flexibility in care planning.

Who Is Eligible?

You may be eligible for Support at Home if you:

- Are aged 65 or older (50+ for Aboriginal or Torres Strait Islander people)
- Need assistance with daily living to remain safely at home
- Have completed an assessment through the **My Aged Care** system

Categories Of Support

1) Clinical Care

Professional health services to manage medical needs:

- Nursing care (wound care, medication management, chronic disease support)
- Allied health (such as physiotherapy, occupational therapy, podiatry etc)
- Health assessments and monitoring

2) Independence Support

Services to help participants manage activities of daily living & loss of skills required to live independently:

- Personal Care – help with showering, dressing, grooming, and taking medication
- Transport – getting to appointments, shops, or social activities
- Respite Support – giving your carer a break while ensuring you're well cared for
- Assistive Technology & Home Modifications – equipment or changes to your home to improve safety and independence (e.g. grab rails, ramps, mobility aids)

3) Everyday Living

Help with daily routines and household tasks:

- Gardening
- Domestic assistance (cleaning, laundry, meal preparation)
- Social support and companionship
- Shopping and errands

