

Frequently Asked Questions



Government-funded Support at Home Packages can assist you with a customised care plan that caters to your individual needs, helping you to remain living independently in your own home. These packages offer a comprehensive range of services, equipment and aids, and are available to those who require more than just basic support.

The new Support at Home program introduces a more responsive funding model.

Instead of the previous four Home Care Package levels, there are now eight classifications for ongoing services and three short-term classifications (Restorative Care, Assistive Technology & Home Modifications (AT-HM) and End-of-Life Care.

Lutheran Homes Group offers a wide range of Home and Community Support services to support people with varying levels of care needs.

To ensure that you receive the most appropriate care, a Care Partner (previously known as a Home Care Coordinator) will work closely with you to create a tailored plan that meets your needs.

ONGOING SUPPORT CLASSIFICATIONS	
Level 1	Minimal support
Level 2	Light personal care
Level 3	Moderate support
Level 4	High-frequency support
Level 5	Daily support & health coordination
Level 6	Comprehensive care
Level 7	Intensive daily care
Level 8	High-level care
SHORT-TERM SUPPORT CLASSIFICATIONS	
Restorative Care	Short-term, time-limited support focused on helping you regain confidence and capacity after an illness or accident.
Assistive Technology & Home Modifications (AT-HM)	Dedicated funding for products, equipment, and home modifications to enhance your independence and safety.
End-Of-Life Care	Dedicated funding to provide comprehensive services, enabling older people to remain at home in their last months of life.

What are the services that are available with a Support at Home Package?

At Lutheran Homes Group, we offer Home and Community Support services that can be tailored to include any combination of the following:

- Nursing services
- Medication management
- Cleaning / Domestic assistance
- Personal care
- Social outings / experiences / group activities
- Meal preparation
- Transport
- Home maintenance and repairs
- Physiotherapy
- Occupational Therapy
- Podiatry
- Remedial Massage Therapy
- Exercise Groups
- Rehabilitation (e.g. balance improvement)
- Respite

In the event that we do not provide a particular product or service, we will arrange for an alternate provider of your choosing.

Your package will be created to help you achieve your own personal goals, maintain independence and keep living at home.

How much will I be required to contribute for a Support at Home?

Under the Support at Home program, your contribution towards services is based on your individual income and assets assessment by Services Australia.

You only pay for contributions for the services you receive, rather than a set fee.

Contribution levels may vary depending on the type of service:

- **Clinical Support** - No contribution
- **Independence** - Contributions typically range from 5% to 50% of the service cost
- **Everyday Living** - Contributions typically range from 17.5% to 80% of the service cost

To support any ongoing care needs, each participant will have 10% of their quarterly budget allocated to care management.

Each quarter, any unspent funds (up to \$1,000 or 10% of your quarterly budget, whichever is higher) can be rolled over to meet any unplanned needs.

At Lutheran Homes Group, we work with you to ensure that you have access to the services you require at the best possible value, once we have determined your care needs and/or developed your support plan.

What is the process for accessing a Support at Home Package?

In order to be eligible for a Support at Home Package, you will need to undergo an assessment with My Aged Care. Following the assessment, you will be assigned a specific classification based on your needs.

To initiate this assessment, it is advisable to contact **My Aged Care** or call **1800 200 422**.

At Lutheran Homes Group, we can provide assistance with accessing My Aged Care and guide you through the entire process. To get started, please give us a call at **08 8336 0136**.

The amount of funding you receive will be based on the independent assessment of your individual situation from My Aged Care, ensuring that funding truly meets your needs.

If you have undergone an assessment by the Aged Care Assessment Team (ACAT), you will receive a Notice of Decision from My Aged Care with your classification and ongoing quarterly budget.

Access to Support at Home services will be prioritised using information collected during the assessment process.

Once you receive a letter from My Aged Care with a referral code stating your funding has been assigned, that is when you can begin to receive your services.

How can I receive assistance while I wait for my Notice of Decision?

If you are not eligible for the government subsidy or prefer to self-fund your care, we offer an option called 'LHG Assist'.

Alternatively, you may be able to receive services under the Commonwealth Health Support Program (CHSP) which provides entry-level support for older people who have low-level care needs. If this service is more suitable for your needs, you will be notified at the time of your assessment with My Aged Care. This service requires a small financial contribution.

Our compassionate and experienced Care Partners are available to meet you at your home or a location of your choice, allowing us to design a plan that aligns with your preferences.