

Your guide to **Support at Home**

A practical guide to personalised home care solutions provided by Crowley Care



Our Vision

To provide an inspirational living experience through rewarding relationships with a focus on the individual.

Our Core Beliefs

1. Living Catholic values
2. Delivering exceptional service
3. Valuing each generation
4. Leading by example

Our Services

Independent Living
Support at Home
Veterans Care
Meal Delivery Service
Residential Care



A Ministry of St Francis Xavier Parish

154 Cherry Street Ballina NSW 2478
p 1300 139 099 e info@crowley.org.au w www.crowley.org.au



Contents

What is the Support at Home program?	4
How to apply	5
Who is eligible?	5
What services can you receive?	6
The Crowley difference	7
Respite	8
Private Services	8
Client contributions	9
Switching providers	10
Contact us	11

If you're finding it harder to do the things you used to, you can ask for some help at home.

Support at home can be as simple as help with shopping, cooking or household chores, or it may include personal care such as assistance with showering, dressing or getting in and out of bed. Home modifications can make your space safer and easier to move around.

With the right support, you can stay independent, comfortable and connected in your own home for as long as possible.



What is the Support at Home program?

The Support at Home program is an Australian Government initiative designed to help older Australians live well and independently in their own homes.

It provides access to services, equipment, and home modifications that support your health, wellbeing, and connection to your community.

At Crowley Care, we understand the value of local, trusted support. With decades of experience caring for the Northern Rivers community, we're here to ensure your services are tailored to your needs and delivered with the quality and compassion you deserve.

How to apply

Apply for Support at Home through My Aged Care:

1 Call My Aged Care on **1800 200 422** or visit **myagedcare.org.au**

2 Book an in-home **assessment** with My Aged Care

3 Complete an **income assessment** with Services Australia

4 Choose your preferred **provider** e.g. Crowley Care

After your in-home assessment, you should receive a letter from My Aged Care to let you know the outcome of the assessment within 2 to 6 weeks.

changes

From **1 November 2025**, all Home Care Package clients transitioned to the new Support at Home program. You don't need a new assessment unless your needs change.

Who is eligible?

You may be eligible for support at home if you are aged over 65 (or over 50 if you are Aboriginal or Torres Strait Islander or at risk of homelessness) and have:

- noticed a change in what you can do or remember
- been diagnosed with a medical condition or reduced mobility
- experienced a change in family care arrangements, or
- experienced a recent fall or hospital admission.

To find out if you are eligible for services, the first step is to have an assessment. Assessments are done in person by My Aged Care, usually at your own home.

What services can you receive?

Support at Home offers a wide range of services grouped into three categories:

- **Clinical Care:** nursing, physiotherapy, occupational therapy, podiatry, speech pathology, continence care and more.
- **Independence support:** personal care, transport, social outings, respite.
- **Daily living:** cleaning, gardening, shopping or meal preparation.

You only need one assessment for all in-home supports. There are 8 levels of funding for ongoing care and quarterly budgets with automatic care coordination.

There's also short-term funding for assistive technology and home safety modifications, restorative care and end-of-life care.



For a full list of your approved Support at Home services, refer to your approval letter from My Aged Care, which outlines the classifications of government-funded support available to you.

For further information on Support at Home services, visit www.myagedcare.gov.au/support-at-home



The Crowley difference

At Crowley Care, we believe in supporting you to live the life you choose - independently, safely and with confidence in your own home.

Our caring Home Care team includes qualified Clinical Care, Registered Nurses, Endorsed Enrolled Nurses and Personal Care Workers, all based in Ballina and dedicated to providing care that fits your lifestyle and needs.

You'll have your own local Crowley Care Partner who works with you every step of the way - coordinating your services, helping with referrals and quotes, and answering any questions you may have.

Your Crowley Care Partner comes to you in person to make sure the services you access suit your needs and budget and you can choose to update your mix of services any time.

At Crowley, you're always at the centre of your care - supported, empowered, and in control.



Respite

It is okay for carers to take a break and look after themselves with Respite Care. Crowley's qualified team can assist in various ways, providing information, strategies, ongoing medical reviews, or simply someone to talk to.

Respite Care can be provided in your own home for short periods of time - carers may need a few hours to attend a special event or have a day out. For longer periods of respite we can discuss a stay in one of Crowley Care's welcoming Residential Care rooms.

Private services

Crowley Care also offers private, fee-for-service home care - giving you immediate access to trusted support from the same local team.

You might consider private services if you need short-term support or are waiting for funding to be approved.

Services include domestic assistance, personal care, such as toileting, continence care, mobility assistance, wound management, rehabilitation, palliative care and more.

Our friendly staff can guide you through both private and government-funded options, helping you make informed choices that suit your needs now and into the future.

For assistance, give our team a call on **1300 139 099**.



Client contributions

Under the Support at Home program, all new entrants will pay a client contribution towards the cost of their care. Services Australia determines the contribution based on an income assessment and the services you receive.

If you are a grandfathered client, your fees may be protected under 'no worse off' rules (grandfathered clients had an active Home Care Package before 12 September 2024).

You will not be required to contribute for clinical care services such as nursing and physiotherapy.

There's a lifetime cap on contributions, currently set at \$130,000. This limit includes both home care and non-clinical care in residential aged care. Any payments you make while receiving home care count towards this limit if you later move into residential care.

Crowley Care provides an itemised monthly financial statement so you can easily see how your funds are being used.

*fee
estimate*

Use the online
Support at Home Fee Estimator
to see what you might pay
[www.myagedcare.gov.au/
how-much-will-i-pay](http://www.myagedcare.gov.au/how-much-will-i-pay)



financial advice



Before signing a Support at Home Service Agreement, it's a good idea to seek independent financial advice.

Services Australia offers a free Financial Information Service www.servicesaustralia.gov.au/financial-information-service



Switching providers

You're never locked in. If your current provider isn't meeting your needs, you have the right to change providers at any time.

At Crowley, we make switching simple and stress-free. We'll liaise with your current provider, support you with paperwork, and make sure your services continue without disruption.

Let us help you review your options and make sure you're getting the care, communication and respect you deserve.

Switching is easier than you might think:

- 1. Contact your preferred new provider**
- 2. Notify your current provider that you want to transfer**
- 3. Transition your services**



Useful contacts

My Aged Care

to help you navigate aged care
1800 200 422
www.myagedcare.gov.au

Services Australia

for income assessments and costs
13 23 00
www.servicesaustralia.gov.au

Dept Health, Disability and Ageing

for Aged Care Act resources
13 23 00
www.servicesaustralia.gov.au

Aged Care Quality and Safety Commission

national aged care regulator
1800 951 822
www.agedcarequality.gov.au

Department of Veterans' Affairs

support and services for veterans
1800 838 372
www.dva.gov.au

Carers Australia

information, resources and services for carers
1800 422 737
www.carersaustralia.com.au

Dementia Australia

information, advice and support
1800 100 500
www.dementia.org.au

Seniors Rights Service

free legal advice, advocacy and information
1800 424 079
www.seniorsrightsservice.org.au

Older Persons Advocacy Network (OPAN)

free, independent and confidential support
1800 700 600
www.opan.com.au



Contact us!

Our team is here to guide you through every step - whether you're just starting out, waiting for funding, or exploring your options.

Call us on **1300 139 099** or visit **crowley.org.au** to learn more or book a consultation. Let's talk about how we can support you to live well at home.



154 Cherry Street
Ballina NSW 2478

p 1300 139 099

e info@crowley.org.au

w www.crowley.org.au