



Ballarat Community Health

Support at Home Program

Participant Information Book

Effective from 1 November 2025



Welcome to Ballarat Community Health

Thank you for enquiring about Ballarat Community Support at Home services.

Ballarat Community Health (BCH) strives to provide a welcoming, safe, inclusive environment and services for all our clients.

As a recognised local, not-for-profit provider, we prioritise your wellbeing with a community-first approach.

You'll be supported by our experienced staff who specialise in coordinating in-home support. Our personalised approach, led by dedicated Case Partners/Clinical Care Partners, focuses on understanding and meeting your individual needs and preferences.

BCH is committed to delivering accessible, affordable, and quality care tailored to your specific needs. Our Care Management Team works to ensure seamless continuity of care from BCH healthcare settings, providing consistent and coordinated support throughout your care journey.

We maintain regular communication and commit to frequent face-to-face meetings with clients and their families, offering frequent check-ins and updates.

Our commitment to a supportive and trustworthy service is underscored by transparent practices, reliable service, and empathetic interactions.

The BCH approach to Support at Home Program

- **Be welcoming:** Provide and create a safe and inclusive environment for all.
- **Listen Without Judgment:** Prioritise understanding your needs and experiences.
- **Uphold Your Rights:** Your rights are respected and protected throughout your care.
- **Develop Personalised Care Plans:** Tailored care plans are developed in partnership with you to meet your unique needs and preferences, aligning with the Notice of Decision and Support Plan provided by My Aged Care.
- **Individual Budgets:** Options are designed to empower you to choose the services you need, as recommended by My Aged Care in your Notice of Decision and Support Plan.
- **Qualified Staff:** Trained professionals dedicated to providing high-quality care.
- **Provide Information:** We share information when you need it and in a way that works for you, upholding privacy and confidentiality.
- **Seek Your Feedback:** Your opinions matter; we actively ask for your input.
- **Be Responsive:** We address your concerns promptly and effectively.
- **Provide Quality Services:** Accessible and affordable care for everyone.
- **Seamless Support:** Continuous care throughout your journey.

Helping you stay independent for longer

If you would like to find out more, please contact us on telephone (03) 5338 4500 or visit us at 12 Lilburne Street, Lucas.



Support at Home Overview

The Support at Home (SaH) program, replaces the Home Care Packages (HCP) Program and the Short-Term Restorative Care (STRC) Program helping older people stay safe, healthy, and independent at home. The Commonwealth Home Support Program will also transition to the new program no earlier than 1 July 2027.

Support at Home is based on your rights and focuses on wellness and reablement, supporting you to do the things that matter most.

Funding is available through ongoing and short-term pathways, including restorative care, end-of-life care, and assistive technology or home modifications. Part of your ongoing budget is set aside for flexible care management, and unused funds can carry over within set limits.

The program provides a range of services, including:

- Clinical supports – fully funded care from health professionals.
- Independence supports – help to maintain skills and stay active.
- Everyday living support – assistance with daily tasks at home.

Eligibility

To qualify for Support at Home program, you need to be assessed, approved, and assigned by the Aged Care Assessment Services (ACAS). Assessments are provided at no cost. To schedule an assessment, please contact My Aged Care at 1800 200 422.

Support at Home Services

Ballarat Community Health (BCH) is ready to support you with your care needs. Your Care Partner will coordinate your care and package. With highly skilled Allied Health professionals, GP and other site-based services, brokered partnerships and access to independent worker we have a range of options to suit your needs and preferences. For further information please visit our website. <https://bchc.org.au/>

Your care needs will be regularly assessed and discussed with you based on your needs, preferences and individual circumstances.

Under Support at Home Package Management fees have been removed. Additional costs associated with the coordination and delivery of your care, that are not claimable under Care Management have been factored into our service fees. Please speak to your Care Partner if you have further questions.

Around your home

House cleaning
Laundry/ironing
Spring cleaning
Decluttering
Gardening/yard cleaning
Home maintenance

Your safety at home

Safety pendants
Home modifications (ramps, rails, visual alarms)
Mobility aids

In your kitchen

Groceries
Meal preparation
Nutritional information
Dietary supplements
Home Delivered meals

Personal care

Bathing and showering
Grooming and personal care
Personal products
Continence care and aids
Dressing and undressing

Clinical Care/Allied Health

Physiotherapy
Podiatry
Exercise physiology
Occupational therapy
Nursing

Getting Active

Exercise assistance at home
Walking companion
Transport and accompaniment to classes
Stretching and mobility assistance

Transport

Transport and/or accompaniment to:
Appointments
Shopping trips
Social outings
Community or religious events

Social Support

Company at home doing things you enjoy – baking, games, crafts etc.
Accompaniment on social trips out
Meeting friends and new people
Flexible respite
Community access

Clinical Care

Client Contribution - 0%

Service Type	Service	Unit	Weekday	After Hours	Saturday	Sunday	Public Holidays	
Nursing Care	Registered Nurse	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525	
	Enrolled Nurse	Hour	\$200	\$250	\$350	\$450	\$500	
	Nursing Assistant - PCA	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Nursing Consumables	@ cost						
Allied Health and Other Therapeutic Services	Allied Health Therapy Assistant	Hour	\$160	\$200	\$350	\$450	\$500	
	Dietitian or Nutritionist	Hour	\$200	\$250	\$350	\$450	\$500	
	Exercise Physiologist	Hour	\$200	\$250	\$350	\$450	\$500	
	Music/Art Therapist	Hour						
	Occupational Therapist	Hour	\$240	\$300	\$420	\$540	\$600	
	Physiotherapist	Hour	\$240	\$300	\$420	\$540	\$600	
	Podiatrist	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525	
	Social Worker	Hour	\$230	\$287.50	\$402.50	\$517.50	\$575	
	Speech Pathologist	Hour	\$200	\$200	\$350	\$450	\$500	
Nutrition	Prescribed Nutrition	Item						
Care Management	Home Support Care Management	Hour	\$120	\$150	\$210	\$270	\$300	
	Clinical Care Management	Hour	\$160	\$200	\$350	\$450	\$500	
	Restorative Care Management	Hour	\$150	\$187.50	\$262.50	\$337.50	\$375	

10% of your package value will be automatically withheld for care management services. BCH will claim against this balance based on services provided at the above rates in increments of 15 minutes.

Independence

Client Contribution 5% to 50%

Service Type	Service	Unit	Weekday	After Hours	Saturday	Sunday	Public Holidays	
Respite	Respite Care	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
Transport	Indirect (vouchers)	Hour	@ cost					
	Direct (driver and car)	Hour	Trip					

Independence

Client Contribution 5% to %50

Service Type	Service	Unit	Weekday	After Hours	Saturday	Sunday	Public Holidays	
	Direct (with care worker)	Hour	\$145	\$181.25	\$253.75	\$326.25	\$362.50	
Personal Care	Assistance with Showering	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Assistance with self-medication	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Personal care consumables	Item						
Social Support and Community Engagement	Individual social support	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Accompanied activities	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Group social support	Hour	@ cost					
	Digital education and support	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
	Assistance to maintain personal affairs	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50	
Therapeutic Services for Independent Living	Remedial massage	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525	
Assistive Technology	Aids and equipment	@ cost (Assessment for AT falls under clinical, with no co-contribution)						
Home Modification	Home modification	@ cost (Assessment for HM falls under clinical, with no co-contribution)						

Everyday Living

Client Contribution 17.5% to 80%

Service Type	Service	Unit	Weekday	After Hours	Saturday	Sunday	Public Holidays
Domestic Assistance	General household cleaning	Hour	\$100	\$125	\$175	\$225	\$250
	Shopping assistance	Hour	\$100	\$125	\$175	\$175	\$250
Meals	Meal preparation	Hour	\$100	\$125	\$175	\$175	\$250
	Meal delivery	@ cost <i>Can be arranged with home delivered meal providers</i>					
Care Management	Essential gardening (lawn mowing, pruning)	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Home Maintenance (Cleaning gutters, replace light bulb, repair broken door handle)	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Expenses for home maintenance	@cost					

Client Co-contributions

Existing home care recipients (prior to 12 September 2024)

A no worse off principle applies to people who, on 12 September 2024, were either receiving a package, on the National Priority System, or assessed as eligible for a package. These participants will make the same contributions, or lower, than they would have had under Home Care Package (HCP) Program arrangements.

If you are a full rate pensioner paying no fees under your HCP on or before 12 September 2024, you will never pay fees under Support at Home. If you were required to pay fees under your HCP on or before 12 September 2024, the contribution rates may change but you will pay the same or less under Support at Home.

Support at Home

Under Support at Home, participants pay contributions based on the services received (up to a lifetime cap). The contributions are calculated on a rate per hour (or unit of service) at a set percentage of the price for each service type, where applicable.

You should have received a letter detailing your contribution percentages from Services Australia (Centrelink). We will require a copy of this letter as part of your Service Agreement.

Lifetime Cap

Participants who have reached a **lifetime cap of \$130,000** in individual contributions across Support at Home and the non-clinical care component of their contribution to residential care, will not pay further individual contributions under Support at Home once this lifetime cap is reached.

Standard participant contribution rates from 1 November 2025

Age Pension Status	Clinical Supports	Independence	Everyday Living
Full Pensioner	0%	5%	17.5%
Part pensioners and Commonwealth Seniors Health Card (CSHC) holders Part pensioners: based on Age Pension means assessment. CSHC: based on separate assessment for Support at Home	0%	5%-50%	17.5%-80%
Self-funded retiree (not eligible for a CSHC)	0%	50%	80%

Grandfathered 'No worse off principle' contribution rates from 1 November 2025

Age Pension Status	Clinical Supports	Independence	Everyday Living
Full Pensioner	0%	0%	0%
Part pensioners and Commonwealth Seniors Health Card (CSHC) holders Part pensioners: based on Age Pension means assessment. CSHC: based on separate assessment for Support at Home	0%	0%-25%	0%-25%
Self-funded retiree (not eligible for a CSHC)	0%	25%	25%

Terms and Conditions

- The minimum scheduled visit is two hours unless specified in the unit rate.
- Services will be billable unless 48 hours' cancellation notice is given.
- All services requiring an unscheduled extension will be charged at 15 minute increments if able to be provided.
- Appointment length is based on clinical need, as determined by clinician. Clients who have high needs may require additional 60 minute appointments.
- Ballarat Community Health reserves the right to review fees annually.