

Support at Home Program

with ACH Group



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Let's talk **1300 22 44 77**
Visit us online **achgroup.org.au/support-at-home**

Why choose ACH Group?

ACH Group is a not-for-profit community organisation promoting opportunities and services to support older people to live good lives since 1952. One of the state's leading aged care providers, ACH Group supports thousands of older South Australians.

- Personalised support to navigate your options.
- Help while you wait for your home care services.
- Your services, your way, tailored to your goals.
- Dedicated Care Partners to support and guide your care plan.
- ACH Group's Good Lives philosophy - services designed around what matters to you.
- Health & wellbeing support with access to ACH Group's Health Studios.
- 70+ years' experience in aged care with a skilled workforce.

Understanding the Support at Home Program

The Support at Home program is designed to provide flexible and personalised care, helping you to stay independent and connected in your home for longer. It focuses on your *assessed* needs and goals.

Key Features:

Eight Support Classifications:	Ongoing services are categorised into eight classifications based on individual needs.
Ongoing Services:	These services provide continuous support tailored to your assessed needs.
Assistive Technology & Home Modifications (AT-HM):	Access to assistive technology and home modifications to enhance your safety and independence.
Restorative Care Pathway:	Care focused on helping you regain function and independence.
End-of-Life Pathway:	Dedicated pathways for End-of-Life care, providing support during this sensitive time.

What services are available?

ACH Group services are tailored to meet your unique goals and preferences, falling into three main categories:



Clinical Supports

These services focus on your health and wellbeing, helping you manage conditions and recover from illness. Examples include:

- Personal care (e.g., showering, dressing)
- Nursing care (e.g., wound care, medication management)
- Allied health services - physiotherapy, exercise physiology, occupational therapy, podiatry and dietetics
- Dementia support and palliative care
- Continence management
- Care management and coordination



Independence

Designed to help you maintain your personal independence and stay active in your community. Examples include:

- Transport to appointments and social outings
- Remedial massage
- Respite care (for carers)
- Social connections and activities
- Mobility and dexterity support



Everyday Living

Practical assistance to make daily life at home easier and more comfortable. Examples include:

- Domestic assistance (e.g., cleaning, laundry)
- Meal preparation and nutrition support
- Gardening and home maintenance
- Shopping assistance

Funding and fees explained

The Support at Home program is designed to give you clear, easy to understand information about your funding, including any contributions you may need to make.

Government Funding

Your funding level will be determined by a My Aged Care Assessment using the Government's Integrated Assessment Tool (IAT), based on your individual needs.

Care Management Fee

For ongoing services, 10% of your quarterly budget is allocated to care management.

Participant Contributions

Government subsidies and your personal contributions work together to support your services. Services Australia assesses your income and assets to help determine what you may need to contribute.

Here's a guide to the participant contribution rates:

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

Table source: My Aged Care

No Worse Off Principle

If you were approved for a Home Care Package on or before 12 September 2024, the government has applied a no worse off principle.

As of 1 November 2025, you were automatically moved to the Support at Home program, and your funding will match what you previously received under your Home Care Package.

No worse off principle contribution rates:

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	0%	0%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 0% and 25% depending on income	Between 0% and 25% depending on income
Self-funded retiree	0%	25%	25%

Lifetime Cap

There is a lifetime cap on total individual contributions. The cap was $130,000 as of 1 November 2025 and is indexed periodically by the Australian Government. Once this cap is reached, you will not be asked to pay any further individual contributions.

Notification of Participant Contributions

It is the responsibility of the Australian Government to determine and communicate any contributions you are required to make. ACH Group will support you through this process and provide a personalised budget outlining these costs.

Assistive Technology and Home Modification (AT-HM) Scheme

This program includes a dedicated scheme to assist with the cost of essential assistive technology (e.g., mobility aids, communication devices) and necessary home modifications (e.g., grab rails, ramps).

This funding helps enhance your safety, independence, and overall quality of life at home.

The funding tiers are based on your assessed needs:

Low	Up to $500
Medium	Up to $2,000
High	Up to $15,000. Additional amounts over $15,000 for assistive technology and home modifications may be accessed with evidence of need.

Funding amounts shown are current as of 1 November 2026 and are indexed periodically by the Australian Government.

Restorative Care Pathway

If you need extra help to recover after an illness or injury, the Restorative Care Pathway provides short-term, intensive support to help you regain strength and independence.

If eligible, you may access additional allied health and nursing services for up to 16 weeks to help you regain and maintain your physical function and confidence.

End-of-Life Pathway

The End-of-life Pathway provides additional support for home care customers nearing the end of their life.

This funding is available for 12 weeks, with potential additional funding where eligible.

Getting started with ACH Group

ACH Group is here to support you every step of the way. Our experienced team will help make applying and coordinating your Support at Home program a simple and stress-free process.

1

Phone 8159 3500

Press **2** to speak with the ACH Group Welcome Team. We'll guide you through the process and can offer support services while you wait.

2

Complete an assessment with My Aged Care

Call **1800 200 422** or visit the My Aged Care website to arrange your free in-home assessment with the Aged Care Assessment Team (ACAT).

3

Find out your eligibility

If approved, you will receive a letter confirming your level of funding and be placed in the national queue until you're assigned a package.

4

Complete an income assessment

Call Services Australia on **1800 227 475** or visit their website to determine if a participant contribution rate will be applicable to you. **We recommend doing this as soon as possible.**

5

Receive your Package Referral Code

Once you're assigned a package, you'll receive a referral code.
Call ACH Group: 8159 3500
Provide your referral code to begin the onboarding process with our team.



- Health Studio
- Community Services Offices
- Day Respite Program
- Retirement Living Units
- Residential Care Homes
- Corporate Office

Home Support, Social Experiences, Nursing and Health Services are delivered across Metropolitan Adelaide, and Gawler.



Leaders in aged care since 1952

1300 22 44 77

achgroup.org.au

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