

Five simple steps to move to Support at Home



Information for CHSP clients

The Commonwealth Home Support Programme (CHSP) and Support at Home program (SAH) provide you with support to stay at home, but there are differences in what you can receive.

CHSP is an entry level funding programme for basic home support to continue living independently in your home.

However, over time you might find that your needs change, and it is harder to do what you normally do, or that you need support after a fall, illness, or injury.

We can help you with a Support at Home package. This is funding from the Australian Government for lower to higher levels of care.

Through Support at Home, we can provide you with a large range of services, ranging from a little help at home, to more complex health care.

Our health and aged care services

Basic and ongoing care

Support at home with everyday living and your independence.

- Domestic Assistance
- Home Maintenance
- Meals
- Personal Care
- Social Support
- Respite Support
- Transport
- Equipment and products.



Clinical and complex health care

Health care to keep you at home and out of hospital.

- Nursing Care
- Allied Health
- Nutrition
- Care Management
- Continence Care
- Wound Care
- Respiratory Services
- Care Coordination
- Post Acute Care
- Hospital Discharge Support
- Home Hospital Services.



Specialised care for life limiting illnesses.

- Specialist Palliative Care
- End of Life Care.



From a little help as you age to complex care at any stage, we're here for you.

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How we support you



We can help you organise Support at Home funding so there's no disruption to your current services until your funding has been approved.

Here's how we can help you to upgrade your care under Support at Home.

1. Request a review of your needs

Your Silverchain Care Partner will request a review of your care needs through My Aged Care (MAC) for you. They will provide documentation for the MAC assessor to decide if you are eligible.

Your assessor will also evaluate the urgency of your needs, and you will receive one of four priority ratings: standard, medium, high, or urgent.

2. Complete an income and assets assessment

An income and assets assessment is required by the government.

This is undertaken by Services Australia, and they determine the level of contribution you may need make towards the services you receive.

We recommend doing this before receiving your care to avoid paying higher contributions.

Please contact Services Australia on **1800 227 475** to complete a 'Support at Home calculation of your cost of care form'. You can also complete this online at servicesaustralia.gov.au/sa456

3. Receive approval of your budget

You will receive a 'Notice of Decision' letter from MAC confirming approval of your Support at Home budget.

The government will give you a priority rating based on the urgency of your care needs, and you will join the National Priority System; a waitlist the government manages. You can visit the MAC website to find out how long it will take for your funding to come through.

4. Choose your service provider

You will also receive a Confirmation Letter from MAC, and then you have 56 days to choose a service provider.

If you choose to continue with Silverchain as your service provider, please provide us with a copy of your Support Plan provided by MAC.

5. Organise your services

Your dedicated Silverchain Care Partner will work with you to design a Care Plan that aligns with your Support Plan and budget.

You will need to complete some paperwork, and we can then provide your Support at Home care.

Private care services while you wait

If you need more support while you wait for funding, you can self fund the additional services you need.

You do not need to meet any criteria or be assessed by the government to receive private care services. Please talk to your Care Partner if you have any questions or would like to arrange private services.

Fees and charges

The cost of aged care services varies for each person. It will depend on the government funding you're eligible for, the mix of services you need, and the aged care provider you choose.

The Australian Government will generally contribute towards the cost of your care and you will be asked to also contribute if you can afford to. The contributions you make will go towards your total Support at Home budget.

Services received

The type of service you would like to receive, will also determine the level of contribution you may need to make.

- **Clinical supports:** Services like nursing, occupational therapy and physiotherapy are free, as these services help keep you out of hospital and residential aged care.

Clinical supports

Fully funded by the
Australian Government
Free for clients



- **Independence supports:** Financial contributions are required for services like Personal Care, Assistive Equipment and Products.
- **Everyday living supports:** A higher level of financial contribution is required for services like Domestic Assistance and gardening. These are services that people are more likely to have organised themselves throughout their lives.

You only need to pay contributions for services you have received, and you do not have to pay an administration fee.

For more information about fees and charges please see our Support at Home price list here silverchain.org.au/fees-and-charges

Everyday living and independence supports

Government
funding (%)



+

Your Contribution
Rate (%)



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Get started today

If you or a loved one would like to be assessed for Support at Home funding, contact us today and our friendly team will be happy to help.



- **1300 650 803**
- info@silverchain.org.au
- silverchain.org.au

Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

The information in this brochure is correct as at September 2025 and is subject to change before the expected implementation of Support at Home in Australia on 1 November 2025.

This information sheet does not constitute health, medical or financial advice. Please ensure you seek your own advice and information suited to your specific circumstances.

About Silverchain

Silverchain is one of Australia's leading in home care specialists, providing health and aged care services to more than 140,000 clients a year.

Trusted by Australians to deliver care that is differentiated by quality and safety for over 130 years, we are proudly one of the only Australian home care providers accredited in both national health and aged care standards.

At Silverchain we celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

Health. Human. Home.