



Support At Home

Your guide to understanding the changes

Issue 2: November 2025



Helping Hand

Welcome



Following the positive feedback from our previous Support at Home booklet, we are pleased to share the next update. In this edition, you'll find key information on further changes under the Australian Government's Support at Home program, which commenced on 1 November 2025.

We understand that change can feel uncertain, so our priority is to give you clear, accurate information and support you every step of the way.

This update includes information on:

- Our Care Partner Team, combining expertise and compassion, to work with you in designing and coordinating care that respects your individuality and supports your wellbeing.
- Meals at Home, including meal delivery and meal preparation options tailored to your needs and preferences.
- Transport services, helping you stay independent, safe, and socially connected.
- Expanded Social Connections programs, providing more opportunities to join activities and groups that match your interests.
- New service Agreements, client co-contributions, your new monthly statements and details on the fee reduction supplement for clients experiencing financial hardship.

You are not facing these changes alone. You should have received a letter recently inviting you to join an information session and we hope many of you were able to attend. Our team is here to support you, and we will continue to keep you informed as more information becomes available.

In the meantime, if you have any questions or would like to talk things through, please do not hesitate to contact us, we're always here to help.

Kind regards,

James Bardsley

Executive Manager Home Care and Retirement Living

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Your Helping Hand Team

We want to make it easy for you to know who to contact and when. Our team is here to support you every step of the way as we continue the transition together to the *Support at Home* program.

Welcome Team

Your first point of contact is our Welcome Team, made up of friendly Customer Engagement Officers. They're here to answer your calls, assist with everyday questions and can connect you with other members of the broader team.

Our main team is based in metro Adelaide, but we've also listened to your feedback and now have additional Customer Engagement Officers located in Port Pirie and Whyalla. This means regional clients can connect with someone who knows their area. If lines are busy, don't worry, your call may be redirected to our metro team, so you still get a quick and helpful response.



Front row L-R: Benita Paukkunen, Steph Aitken, Linda Whitrod
Back row L-R: Marisa McLean, Laelle Knibbs, Katie Neeson, Nadia Cameron
Absent: Metro: Anna O'Brien **Regional:** Tamika Robinson, Sarah Will

Customer Journey Team

When new clients join Helping Hand the Customer Journey Team will work alongside the Care Partner Team to help connect the right services and support them to settle into their care plan. This ensures new clients can start experiencing the outcomes that matter most.

For existing customers, the Customer Journey Team supports you when your service needs change. For example, if you need to increase your service hours or require additional services, they will contact My Aged Care and request a review of the services you are approved for. In the instance where a new service is set up, they will also check in with you a month later to make sure everything is working well.



Front row L-R: Wendy Anderson, Alysha Edgecombe, Emily Sykes
Back row L-R: Anita Hart, Sheralee Martin, Parisa Zomorrod, Kate George
Absent: Metro: Ayusha Khanal **Regional:** Narelle Higginbottom, Naomi Silva, Neha Shrestha, Polma Coleman, Kylie Olsen, Jamie Evans

Introducing your Care Partner team

Your Care Partner Team are a group of professionals who work closely with you to understand your goals, coordinate and personalise your care.

We know that many clients were used to having an individual care coordinator. With the introduction of the Support at Home program, we're changing the way we deliver services to make your care more personalised and responsive to your individual goals.

Rather than relying on one person, you now have a dedicated team working together to coordinate your services. Your Care Partners collaborate closely across a number of specialist areas to ensure your care is smooth, well-rounded, and truly centred on you.

By working together, we deliver care that's flexible and tailored to your needs, making it easier for you to stay informed, involved, and confident in your choices. This approach empowers you to actively participate in planning your support, helping you maintain independence and enjoy a better overall experience.

Your Care Partners have expertise across clinical care, home support, social connection, and allied health.

They focus on your wellbeing, promoting strategies that help you stay safe, independent, and connected.

They coordinate your services, help you explore options, and ensure your care evolves as your needs change.

They'll check in regularly; review your services and care plan to ensure it meets any changing needs or goals and supports your independence and wellbeing.

The following information outlines each team and their care focus:



My Wellbeing

Our team of allied health professionals, including dietitians, exercise physiologists, occupational therapists, physiotherapists, and podiatrists work with you to build strength, confidence, and independence. Whether you join us in group activities at our Wellbeing Centres in Parafield Gardens and Golden Grove or receive support at home, our services are tailored to your goals and lifestyle.

Our focus is on wellness and reablement, offering practical support to help you maintain everyday skills, manage pain, and stay active in your community.



My Care

Provides personal care to support your daily living and grooming needs, as well as medication management, nursing, clinical care and continence assessments. Support includes wound care, diabetes and chronic disease management as well as post-surgery support to help you stay healthy and independent at home.



My Life and Social Connections

Helps you to feel connected and supported, reducing social isolation and encouraging active participation in your community. We offer one-on-one social support, group activities, help with meals, transport, pet care, dementia support, and access to social work and volunteer services. Our focus is on your strengths, promoting equality, dignity, and lasting wellbeing for everyone.



My Home, Garden and Maintenance

Offers everyday living support to help you stay safe and independent at home. Services are tailored to your needs and range from gardening and home maintenance services including basic tasks like lawn mowing and weeding, to additional help such as gutter cleaning and minor repairs. This team can also support more advanced maintenance and home modifications such as installing grab rails and completing larger repairs.



My Home, Domestic

Helps you to live independently at home by offering a wide range of supports, including cleaning, laundry, linen care, spring cleaning, and unaccompanied shopping. All services are delivered with a strong focus on person-centred care and flexibility, through listening to your feedback.

Introducing Our Care Partners

Metropolitan Adelaide:

- **My Wellbeing:** *Kylie King, Dhara Ardeshana*
- **My Care:** *Jackie Vanderklis*
- **My Life and Social Connections:** *Rosalie Schuster*
- **My Home, Garden and Maintenance:** *Naresh Kumari*
- **My Home, Domestic:** *Sue Pengilly*

Regional South Australia:

- **My Wellbeing:** *Kathie Jones*
- **My Life and Social Connections:** *Tarni Pedler*
- **My Home, Domestic:** *Rebecca Bullen*

How We Support You

The relationship you build with your Care Partner Team is central to making your support truly work for you. When your team knows your story and understands your needs, it's easier to plan your care, respond quickly to any changes, and make sure you continue to receive support that works best for you.

Here's Who Can Help

Welcome Team:

Answers your everyday questions, general enquiries and will connect you with the right person to assist you.

Customer Journey Team:

Works with you and My Aged Care to make sure you have access to additional and new services when your needs significantly change.

Care Partner Team:

Provides ongoing support, service coordination, care plan updates and assessments, feedback or concerns.

Enjoying Meals at Home

Enjoying safe, nutritious, and culturally appropriate meals is an important part of your health and wellbeing. Under the new *Support at Home* program, we can provide assistance with meals in two ways, depending on your needs:



Meal delivery:

Ready-to-eat meals delivered straight to your home. This is a convenient option for those who are unable to cook but still want healthy, balanced meals. *Please note a co-contribution may apply.*

Meal preparation:

Help with cooking or preparing meals in your own kitchen. This is funded under *Everyday Living Services*, and a co-contribution may apply.

All meal providers must follow strict standards to ensure meals are safe, nutritious, and appealing. Meals are designed to provide essential nutrients such as protein, calcium, and vitamins, while also paying attention to aroma, taste, texture, and presentation. Dietary preferences, allergies, and cultural or religious requirements will be accommodated.

As a Registered provider, we are responsible to ensure our associated providers who prepare or deliver meals on our behalf, provide meals that meet the safety and nutritional requirements as set out in the strengthened aged care standards. To ensure these standards are being met accredited dietitians will review menus, recipes, and portion sizes each year.

Most importantly, your feedback is central to how we improve meal services. We encourage you to share your thoughts, preferences, and suggestions, as this helps us make meals more enjoyable and better suited to your needs.

Our Quality Team also supports these services through staff training, evaluation, and ongoing monitoring, so you can feel confident that your meals meet your individual needs and standards for wellbeing.

➤ **For more information about meals under the new *Support at Home* program, please see: health.gov.au/resources/publications/meal-requirements-for-in-home-aged-care**

Supporting Your Independence with Transport

Transport is about more than simply getting from A to B, it helps you stay independent, socially connected, and actively involved in your community.

To access transport services, it's important that they are linked to your assessed care needs and goals and clearly detailed in your care plan. Clients must be assessed and eligible for services, and transport arrangements should be regularly reviewed to ensure they continue to meet your needs safely and effectively.

You can use transport services to:

Attend medical appointments, allied health sessions, and pharmacy visits.

Shop for groceries and essentials.

Participate in community groups, social outings, or volunteer activities.

Maintain cultural and spiritual connections by visiting places of worship or attending cultural events.

Transport is designed to meet your individual needs and preferences. Some clients may travel with the support of staff, while others can travel independently. Where appropriate, cab vouchers for independent travel may be provided, giving you choice and flexibility while making travel practical and cost-effective.

Truths about Transport



Essential trips, include medical, social and community activities.



Flexible, short-term and one-time trips are possible.



Transport can benefit people with various needs and abilities.



Assistance and group transport can be arranged.

What transport does not cover

Transport does not include private holidays, trips for family or friends, personal vehicle costs, or travel unrelated to your assessed care needs.

From 1 November 2025, travel costs are included in the new pricing and are not charged separately, although client contributions may vary depending on distance and the level of support required.

Transport helps you stay independent, connected, and engaged, giving you the freedom to participate in life the way you want, with the support you need.

Social Connections

Staying socially connected is one of the most important parts of ageing well. Strong social connections help us stay active, engaged and positive, they support both physical and emotional wellbeing and help prevent feelings of loneliness or isolation.

As part of our commitment to supporting people to live well, we're expanding and growing our *Social Connections* programs with options for group activities to share experiences and individual activities designed around your interests. This is a key area of focus for us, and we're working closely with clients to understand their interests and preferences, because we know that everyone enjoys different things. We don't want to assume people want to do art or gardening; we want to co-design activities that truly reflect what matters to you.

New activities and groups are being developed in **Port Lincoln, Whyalla, Clare** and **Port Pirie**, with more to come as interest grows.

🔗 **All of our current programs are available on our website:**
helpinghand.org.au/help-at-home/wellness-lifestyle



Dementia Support in the Community

We believe that Dementia Support is far more than a medical diagnosis, it's a journey that begins well before any clinical signs appear. It starts with the way we live, the way we connect, and how we interact with our surroundings and with each other.

Every conversation, every activity, and every environment plays a role in supporting wellbeing and maintaining a sense of identity.

Our approach to Dementia Support focuses on creating meaningful experiences, fostering relationships, and ensuring that every individual feels valued, understood, and supported throughout their journey. This is a new and evolving area, and we will continue to share more as we develop additional services and programs to enhance support for people living with dementia in the community.

Service Changes and Cancellations

We understand that life can be unpredictable, and there may be times when you need to change or cancel a scheduled service. To help us manage services efficiently and continue providing support to everyone who needs it, the new *Support at Home* program requires at least two business days (48 hours) notice to cancel any scheduled service.

If you provide less than 48 hours' notice, the service will still be charged and will appear on your next invoice. This ensures that staff and resources are used effectively and that other clients can access support when needed.

The exception to this is for unplanned hospital stays or medical emergencies. In these situations, please contact your Care Partner Team as soon as possible. We'll work with you to ensure the right supports are in place for a smooth transition home when you're ready.

New Service Agreements

As part of your transition to Support at Home, you will receive a new service agreement. Helping Hand will be sending this to you shortly, as the Government finalised the Service Agreement details in the week leading up to 1 November 2025.

It's important to take your time to review the agreement carefully to make sure it covers everything you need to make an informed decision. Once you receive it, Helping Hand will contact you to finalise the agreement within 30 days, and you will need to sign it within 90 days. If the agreement is not signed within this timeframe, Helping Hand may need to cease your services. If this happens Helping Hand would provide written notice 14 days in advance.

Along with your service agreement, you will receive a separate budget outlining your government funding, service details, service prices, and information about associated providers if you are using approved external contractors for any of your services.

A Fees/Contributions form will also be included, showing any co-contributions you are required to pay under the new Support at Home Program. *Please see the section on co-contributions for more information.*

Further Information and Support

If you have any questions or concerns about the terms of your service agreement, please do not hesitate to contact Helping Hand. Our team is here to explain your agreement and guide you through anything you are unsure about.

You can also ask for help from a registered supporter, or from a friend or family member. Plus, you can seek legal or financial advice, or access support from the Older Persons Advocacy Network by calling 1800 700 600 or visiting www.opan.org.au

Client Co-Contributions

In November 2025, Services Australia will send you a letter with the final advice about your individual contribution. You may choose to wait to sign your new service agreement until you have received this letter, and your services will continue as normal while you wait. If you prefer, you can also sign your agreement before receiving the letter.

For clients who are full pensioners, Helping Hand will prefill the standard government contribution rates and include this information on the Fees/Contributions form. If you later receive a letter from Services Australia stating you need to pay a different rate, please let Helping Hand know. Once we have your confirmed contribution rate, Helping Hand will provide an updated Fees/Contributions form showing the rate you will need to pay for each service on a per-unit basis.

Please be assured we will help you to understand your contributions letter and how it applies to you, including any amounts you may be asked to pay. We understand this may be confusing and we are here to help.

If you require financial support, please see the included Fee Reduction Supplement information.

Fee Reduction Supplement

The Fee Reduction Supplement can help clients who are experiencing financial hardship and cannot pay their Support at Home contributions. If this applies to you, you will need to apply for the supplement.

While your application is being assessed, Helping Hand will not invoice you for your contributions. If your application is approved, the government will cover some or all of your aged care fees, backdated to the date you submitted your application. If your application is not approved, Helping Hand will need to recover the contributions from you. To apply, you need to submit the Aged Care Claim for Financial Hardship Assistance form (SA462) to Services Australia. Helping Hand can assist you with completing this form, and you can also get support from a financial counsellor or the **Aged Care Advocacy Line** on **1800 700 600**.

Once approved, the supplement is paid to Helping Hand, and your contributions are reduced by that amount, which may cover all or part of your contribution.

It's important that you let us know if and when you submit an application so we do not collect contributions while it is under assessment.

Note: this supplement was previously called the Hardship Supplement for Aged Care.

New Monthly Statements

You'll soon notice some changes to your monthly statements as part of the *Support at Home* program. Please note these changes have been determined by the Government not Helping Hand.

The new statements will look different, as the way costs are shown has changed with only *service costs* and *care management* listed as separate items. To give you greater clarity, you'll receive more detailed information in your statement about your services and costs, so you can easily see how your money is being spent.

We'll include an easy-to-read fact sheet with your first statement to help explain the new format. We know changes like this can take a little getting used to, so if you have any questions, please contact our Home Care Team on **1300 444 663**.



We're Here for You

At Helping Hand, we know that having the right support can make all the difference.

Whether you have questions, want to learn more about our services, or just need a friendly chat about what's available, we're here to help.

Contact us

Call the Welcome Team:
1300 444 663

Email:
homecare@helpinghand.org.au

Website:
helpinghand.org.au

Write to us:
PO Box 66
North Adelaide SA 5006



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