

Support at Home program



VMCH

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Why choose VMCH?



You might have been directed by My Aged Care to contact a few providers. We're glad you're considering VMCH. Here's why so many people choose us for home care:

Trusted and experienced

We're one of Victoria's largest and most established aged care providers, with decades of experience delivering high-quality support.

A values-driven, for-purpose organisation

As a Catholic not-for-profit, we're committed to delivering care that's compassionate, respectful and customer focused.

Personalised support

You'll have a dedicated care partner who advocates for you and helps you get the most from your Support at Home (SAH) package.

Local care, close to home

Our team members live and work in communities across Victoria and southern NSW. They know your local area and understand your needs.

Reliable and qualified staff

Our care workers are part of our internal team, trained, police-checked and committed to our values and your wellbeing.

Culturally inclusive care

We tailor our services to each individual and proudly support people from culturally and linguistically diverse backgrounds.

Clinical expertise

Our skilled nurses, allied health professionals and other clinicians deliver safe, evidence-based care tailored to your individual health needs.

Strict hygiene and safety standards

All our staff follow rigorous health and hygiene practices to ensure your safety and peace of mind.

Here to guide you

Aged care can be complex, but our customer service team is here to walk you through the process, step-by-step.

Our Values

As a Catholic organisation we celebrate the sacredness of each life by:

Bringing Love

We foster connections and show compassion for one another with kindness and respect.

Creating Joy

We create a culture of happiness and positivity, celebrating life and the uniqueness of all.

Embracing Hospitality

We welcome all to our community, bringing comfort and a sense of belonging.

Showing Courage

We do what is right, regardless of our fears, the challenges or consequences.

Our Vision

To be recognised as a transformative leader in the provision of exceptional care, services and accommodation.

Our Mission

Fulfilling the caring ministry of Jesus, we are committed to creating genuine places of belonging, through service and compassion for all aged, disadvantaged and people with disability.



Welcome to Support at Home

**Helping you stay independent,
safe and supported at home**

The Australian Government introduced the Support at Home (SAH) program following recommendations from the Royal Commission into Aged Care Quality and Safety. SAH is a new, more flexible and equitable way to access aged care services at home.

Whether you're new to aged care or currently receiving support, SAH is designed to help you live independently, for as long as possible, in the comfort of your own home.

At VMCH, we're proud to support older Australians to live independently with confidence and dignity. As your trusted provider, we take the time to understand your needs, offer guidance at every step, and deliver services that are personalised, reliable and genuinely caring.

A new approach to home care

A simpler, fairer and more supportive system

The Support at Home (SAH) program offers many improvements to help you maintain your independence at home, including:

- Eight funding classifications tailored to your care needs
- Two short-term care pathways to support your recovery or end-of-life care
- Assistive Technology and Home Modifications (AT-HM) funding, separate from your care budget
- Personalised care planning and assessments
- Clearer pricing and participant contributions based on the services you receive and your financial situation
- A focus on early interventions to support your activity, mobility and independence
- Access to higher levels of care if you have more complex needs.

Accessing Support at Home

Assessment, approval and your support plan

To access Support at Home, you'll first complete an aged care assessment. A trained assessor will:

- Talk with you about your needs and goals
- Determine your eligibility and classification level
- Work with you to create a personalised support plan.

Once approved, you will receive a notice of decision, which will include:

- A summary of your aged care needs and goals
- A quarterly care budget based on your classification
- Approval for short-term supports, such as restorative support (intensive allied health), assistive technology, home modifications or end-of-life care, if you're assessed as needing them.

Once funding becomes available, you'll be able to choose a provider (like VMCH) to begin receiving services.

Under SAH, a new prioritisation system has been introduced. People will be prioritised based on information collected during their assessment, ensuring those with the highest need receive timely support.

Transitioning from Home Care Packages

As aged care reforms continue, some clients will move from the current Home Care Package system into the new Support at Home program. Your transition pathway depends on when you entered the aged care system:

Grandfathered participants

If you were receiving Home Care Package services on or before 12 September 2024, you'll be supported under a "no worse-off" principle, meaning your fees will stay the same or decrease.

Hybrid participants

If you were newly assessed between 12 September 2024 and 31 October 2025, you'll be considered a hybrid participant. This means you'll begin co-contributing to your care costs under the new program.

We're here to support you through these changes. If you're unsure how this affects you, please speak with our team.

Your care classification and budget

Funding that reflects your level of need

Under Support at Home (SAH), there are eight care classification levels, with annual budgets ranging from approximately \$10,000 to \$77,000. Your classification is based on your assessed care needs and can change over time as your needs change.

Classification	Quarterly budget	Annual amount
1	\$2,674.18	\$10,697.72
2	\$3,995.42	\$15,981.68
3	\$5,479.94	\$21,919.77
4	\$7,386.33	\$29,545.33
5	\$9,883.76	\$39,535.04
6	\$11,989.35	\$47,957.41
7	\$14,530.53	\$58,122.13
8	\$19,427.25	\$77,709.00
Restorative Care Pathway (Maximum two units over a 12-month period)	\$6,000 (up to 16 weeks) Can be increased to \$12,000 when eligible	
End-of-Life (EOL) Pathway (one-off)	\$25,000 (up to 16 weeks)	
Assistive Technology and Home Modifications (AT-HM). High tier capped at \$15,000 per lifetime.	Low (\$500), Medium (\$2,000), and High (\$15,000) funding tiers based on assessed need	

Funding figures correct as of October 2025. Amounts are indicative and subject to indexation adjustments.

Support at Home service list

Three main categories of care

Under Support at Home (SAH), services are grouped into three categories on a defined service list.



1. Clinical supports

Delivered by qualified or accredited health professionals, these services support you to maintain or regain functional and cognitive abilities. Clinical services are fully funded by the government, so you won't need to pay anything out of pocket.



2. Independence services

Support to help you manage activities of daily living and the loss of skills required to live independently. You'll be expected to contribute to the cost of these services, as they're not fully funded by the government. Please refer to the price list for more information.



3. Everyday living

Support to assist you to keep your home in a liveable state in order to help you stay independent in your home. You'll also be expected to contribute to the cost of everyday living services. Please refer to the price list for more information.

Clinical supports	
Service type	Services
Nursing care	Registered nurse
	Enrolled nurse
	Nursing assistant
	Nursing care consumables
Allied health and therapeutic services	Aboriginal and Torres Strait Islander health practitioner
	Aboriginal and Torres Strait Islander health worker
	Allied health assistance
	Counselling or psychotherapy
	Diet or nutrition
	Exercise physiology
	Occupational therapy
	Music therapy
	Physiotherapy
	Podiatry
	Psychology
	Social work
	Speech pathology
Nutrition	Prescribed oral or enteral nutrition
Care management	Home support care management
Restorative care management	Home support restorative care management

Independence services	
Service type	Services
Personal care	Assistance with self-care and activities of daily living
	Assistance with the self-administration of medication
	Continence management (non-clinical)
Social support and community engagement	Group social support
	Individual social support
	Accompanied activities
	Cultural support
	Digital education and support
	Assistance to maintain personal affairs
	Expenses to maintain personal affairs
Therapeutic services for independent living	Acupuncture
	Chiropractic
	Diversional therapy
	Remedial massage
	Art therapy
	Osteopathy
Respite	Flexible respite
	Community and centre-based respite
Transport	Direct transport (driver and car provided)
	Indirect transport (taxi or rideshare service vouchers)
Assistive technology and home modifications	Assistive technology
	Home modifications

Everyday living	
Service type	Services
Domestic assistance	General house cleaning
	Laundry services
	Shopping assistance
Home maintenance and repairs	Gardening
	Assistance with home maintenance and repairs
	Expenses for home maintenance and repairs
Meals	Meal preparation
	Meal delivery

Need more details?

If you have questions about what's included or excluded in the Support at Home program, such as service types, funding tiers, eligibility, or specific conditions please contact us directly. You can also visit myagedcare.gov.au/support-home-program for official guidelines.

Service pricing and your contributions

Balancing government support and your costs

Following recommendations from the Aged Care Taskforce, the government has introduced a more sustainable, fair and equitable home care system that balances government funding with participant contributions.

Here's what it means for you:

- The government will continue to cover the majority of aged care costs (about 89%)
- If you have the financial means, the government expects you to contribute to the cost of your care
- A strong safety net is in place to support those with limited financial means.

Participant contribution rates are determined by:

1. The type of service

- Clinical: No cost to you
- Independence: Moderate contributions
- Everyday living: Higher contributions.

2. Your financial situation (based on your Age Pension eligibility, Commonwealth Seniors Health Card (CSHC) status, and means assessment).

- Full pensioners pay the least
- Self-funded retirees may contribute more
- A strong safety net supports you if you have limited means.

Age pension status	Clinical supports	Independence services	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card (CSHC)	0%	Between 5%-50%	Between 17.5%-80%
Self-funded retiree	0%	50%	80%

Lifetime cap

There is a lifetime cap on contributions. Once you have paid \$130,000 (indexed) towards your services you will not be charged any more for the services you receive. The cap will be indexed annually.

For full details on pricing, contribution rates, and eligibility, please contact us or visit myagedcare.gov.au/support-home-program for additional information.



Meet your care partner

Personalised support and guidance with VMCH

At VMCH, we assign you a care partner, a trained professional who coordinates your care, and helps you make the most of your Support At Home (SAH) package.

Care management services focus on four key areas to ensure you receive the right support:

- **Care planning: Understanding your needs, preferences and goals**
 - Identifying and assessing your goals, preferences and existing supports
 - Reviewing your support plan
 - Developing and reviewing care plans and your quarterly budgets
 - Establishing and reviewing service agreements
 - Conducting risk assessments
 - Supporting you with advance care planning documents, if required.
- **Service coordination: Arranging and managing services**
 - Communication with workers regarding your needs and wellbeing
 - Incorporating cultural protocols
 - Communication with you and or your carer/registered supporter
 - Budget management and ordering consumables
 - Facilitating transitions in care.

- **Monitoring and evaluation: Regular reviews to adapt to your changing needs**
 - Engaging in ongoing care discussions and/or case conferencing
 - Regularly reviewing your care notes and responding to changing needs
 - Identifying any risks to your health, safety and wellbeing
 - Evaluating your goals, service quality and outcomes.
- **Support and education: Helping you navigate the aged care system and stay informed**
 - Supporting you to make informed decisions
 - Supporting and integrating wellness and reablement approaches
 - Providing independent advice, information and resources
 - Health promotion and education
 - System navigation and linking you to additional supports
 - Problem solving issues and risks
 - Ensuring your views, rights and concerns are heard and escalated
 - Assisting you if you'd like to provide feedback or make a complaint.

Clinical care partners

If your health needs become more complex, our clinical care partners provide expert support. They coordinate your care, monitor your wellbeing and ensure you receive safe, evidence-based services tailored to your needs.

Support at Home self management

Managing your services your way

While not commonly chosen, you do have the option to self-manage your services if you wish. Self-management can look different to each participant, and we will work with you to unpack what that will look like, and the functions that VMCH will still retain.

Self-management must be discussed and agreed upon with VMCH to ensure appropriate safeguards and support are in place. Even if you self-manage, you will still be supported by a dedicated care partner who provides guidance, coordination, and regular check-ins to help your care remain safe and effective.



Assistive Technology and Home Modifications (AT-HM) Scheme

Extra support to keep you safe and mobile

The AT-HM Scheme provides additional funding for products or home changes that help you live independently. You'll be assessed for the AT-HM Scheme during your aged care assessment. If you're eligible, the approval and funding tier will be outlined in your notice of decision and support plan.

The AT-HM list outlines the types of items and modifications that may be covered. These fall into the following categories:

- Managing body functions – such as pressure cushions, anti-oedema stockings, and memory aids
- Self-care – including adaptive clothing and assistive products for toileting, bathing or showering
- Mobility – like walking frames, wheelchairs and lifting devices
- Domestic life – such as assistive kitchen tools, drinking cups or cleaning supports
- Communication tools – including reading aids, writing supports and AAC (Alternative and Augmentative Communication) devices
- Home modifications – such as grab rails, accessible showers, fixed ramps or safety barriers.

There are three funding tiers for the AT-HM Scheme. These funds must be used within 12 months, and any unused amounts will not carry over.

Funding tier	Funding allocation cap	Funding period
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000	12 months



Restorative Care Pathway

Supporting your recovery and independence

If you've experienced a health setback or functional decline, you may be eligible for the Restorative Care Pathway. This program helps you regain strength and function while delaying or avoiding the need for longer-term care. The focus is on early intervention and prevention, with services tailored to your goals and needs. You'll be assessed for this program as part of your aged care assessment.

Key features of the program include:

- A dedicated Restorative Care Partner to support you throughout your episode
- Up to 16 weeks of intensive allied health and/or nursing care
- Ability to access the Pathway twice in a 12-month period (non-consecutive)
- Focus on allied health, such as physiotherapy and occupational therapy
- Up to \$6,000 per episode, with flexibility based on your needs.

VMCH offers a wide range of allied health services and is an approved provider of the Restorative Care Pathway. Your VMCH care partner will provide dedicated support throughout the program, working with you to tailor services and help you achieve your personal goals.

End-of-Life (EOL) Pathway

Compassionate care when you need it most

If you've been diagnosed with three months or less to live and wish to receive palliative care at home, the EOL Pathway offers funding and support to help you stay at home with dignity. This pathway provides the highest daily funding level under Support at Home (SAH).

The EOL Pathway complements existing specialist care by providing additional in-home aged care services (such as personal care, domestic assistance, respite and more), to help you remain comfortable, supported and dignified at home.

The EOL Pathway includes:

- Up to \$25,000 over a 12-week period
- Support with daily care, home services and respite
- Available through fast-tracked assessment or care plan review
- Access to additional support from a restorative/clinical care partner.

To access the EOL Pathway, the following conditions must be met:

- A doctor or nurse has advised your estimated life expectancy is less than three months
- You have an Australian-modified Karnofsky Performance Status (AKPS) score of 40 or less (a measure of frailty and mobility).

How to access the EOL Pathway:

- If you're an existing Support at Home (SAH) participant, you can access it through a high-priority support plan review by an aged care assessor. You won't need a full reassessment during this difficult time
- If you're not currently receiving SAH services, you'll be referred for a high-priority aged care assessment to confirm your eligibility.

Please note: Specialist palliative care services are still accessed separately through state or territory health services.



Health and community services

Helping you live well, every day

At VMCH, we know that staying healthy, independent, and connected to your community is important at every stage of life. That's why we offer a wide range of health and community services designed to support your wellbeing, at home and beyond.

Whether you're looking for expert advice on nutrition, personalised nursing care, help to stay active and mobile, or opportunities to connect with others, our dedicated team is here for you. We take the time to understand your needs and goals, working alongside you and your loved ones to deliver care that's flexible, respectful, and tailored to you.



Dietetics

Supporting your nutrition and wellbeing

Seeing a dietitian can help you manage health issues that you may have accepted as part of getting older. Dietitians diagnose and treat nutrition-related conditions, giving you the support you need to eat well and stay healthy.

Our dietitians work closely with a team of health professionals offering one-on-one sessions (including telehealth where appropriate).

You might benefit from seeing a dietitian if you have:

- A chronic illness
- Loss of appetite
- Taste changes
- Weight changes
- Changes in medication
- Difficulty eating or preparing food
- Food allergies or intolerances.

Our dietitian can also support you with:

- Shopping tips and easy meal ideas
- Portion control
- Oral nutritional supplements (if required)
- Ways to increase your appetite, energy, and protein intake.

Nursing

Personalised care in your home

VMCH's community nursing service connects you with qualified nurses who visit you at home to provide tailored medical care.

Our community nurses offer:

- Nursing care
- Health education and advice
- Support navigating healthcare systems.

They also perform comprehensive health assessments to help you get the most from your funding, including:

- Change in condition assessment
- Cognitive assessment
- Falls assessment and prevention
- Pain assessment
- Wound assessment
- Assessment of activities of daily living
- Referrals to medical practitioners or allied health professionals.

Our nursing team is here to provide expert care and guidance, helping you stay healthy, safe, and independent at home.

Occupational therapy

Helping you stay independent at home

Occupational therapy supports you to adapt to changes in your physical and mental abilities as you age. We can help with:

- Personal care tasks (showering, dressing, using cutlery)
- Domestic tasks (cooking, cleaning, laundry, shopping)
- Transfers (getting in/out of bed, chairs, shower/bath, toilet, going up/down steps)
- Mobility (using a kitchen trolley, wheelchair, or mobility scooter)
- Memory (managing appointments, remembering people, maintaining routines).

Occupational therapists can recommend ways to maintain your independence or make everyday activities safer, easier, or less tiring, such as:

- Techniques or equipment to reduce pain, fatigue, or reliance on memory
- Prevent falls
- Recommend changes to your home (grab rails, ramps)
- Provide education and advice to help you adapt to changes in thinking or memory (including dementia)
- Prevent pressure injuries
- Provide training for carers on safe techniques for mobility, personal care, or transfers.

Physiotherapy

Improving your mobility and quality of life

Physiotherapy helps you maintain independence and improve your quality of life. Our experienced physiotherapists provide one-on-one and group sessions to improve your mobility, balance, strength, and flexibility through exercises, manual therapy, and education.

Our physiotherapists can help you:

- Manage pain and improve posture
- Recover from injury or surgery
- Prevent falls and maintain safe movement
- Stay active and confident in your daily life.

Our physiotherapists are here to support you every step of the way. Let us help you move better, feel stronger, and live more confidently.

Podiatry

Caring for your foot health

Podiatrists play a vital role in supporting your foot health as you age. They diagnose and manage conditions affecting your feet and lower limbs.

You may benefit from seeing a podiatrist if you have:

- Skin and nail issues (fungal infections, ingrown toenails, corns)
- Chronic diseases (arthritis, diabetes)
- Foot pain.

Our podiatrists provide:

- Advice and education on footwear
- Strategies to manage pain
- Help to restore mobility
- Support to improve your quality of life.

Looking after your feet is essential for your overall wellbeing. Our podiatrists are dedicated to keeping you comfortable and mobile.

Group social support and centre-based respite

Staying connected and active

Maintaining social connections is vital for your health and happiness. Our group social support services help combat loneliness and isolation, foster mental stimulation, encourage physical activity, and promote emotional wellbeing.

Our Multicultural Wellness Centre and White Road Community Centre, located in Wantirna South, offer:

- Social and group activities
- Karaoke
- Tai Chi
- Gentle exercise
- Quizzes and games
- Outings and cultural events
- Information sessions from our Allied Health teams.

Groups we host include:

- Chinese Social Support Group
- Filipino Social Support Group
- Sri Lankan Social Support Group
- Men's Group
- Ladies Group.

Please speak with our team to discuss other support options available in your area.

Ready to live well at home, your way?

Partnering with you at every step

Our team is here to support you with personalised care that helps you maintain your independence, stay connected to your community, and enjoy the comforts of home. Reach out today to learn how Support at Home can make a positive difference in your daily life.



Call us on 1300 698 624

Visit vmch.com.au

Email: hello@vmch.com.au



About VMCH

Here at VMCH, love, joy, hospitality and courage aren't just words to us. As a Catholic for-purpose organisation, these values underpin everything we do.

Our professional and compassionate teams are with you on your life journey; helping you with a wide range of support from early learning and therapy, specialist education, disability services, affordable homes, residential aged care, retirement living and at-home aged care.



The information in this brochure has been prepared by VMCH (Villa Maria Catholic Homes) as a general guide to our services and operations. While every effort has been made to ensure accuracy, VMCH accepts no responsibility for any loss or inconvenience caused by reliance on the information set out in this brochure. Please contact us if you require detailed information about any of our services. October 2025.

As a Catholic organisation, VMCH is committed to providing compassionate care in a nurturing environment to all residents and clients. VMCH does not support and will not facilitate Voluntary Assisted Dying.