



# GC PHN Practice Nurse Networking Night

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# Who are we?

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We are the Department of Health, Disability and Ageing's *Local Network*.  
We have teams in every state in Australia.

We are here to:

- share knowledge with you
- take insights from you back to government
- improve outcomes in health and aged care for our local communities.

Queensland: [Engagement.QLD@health.gov.au](mailto:Engagement.QLD@health.gov.au)

# Aged Care Services Continuum



## Commonwealth Home Support Program (CHSP)

Entry-level In-Home care

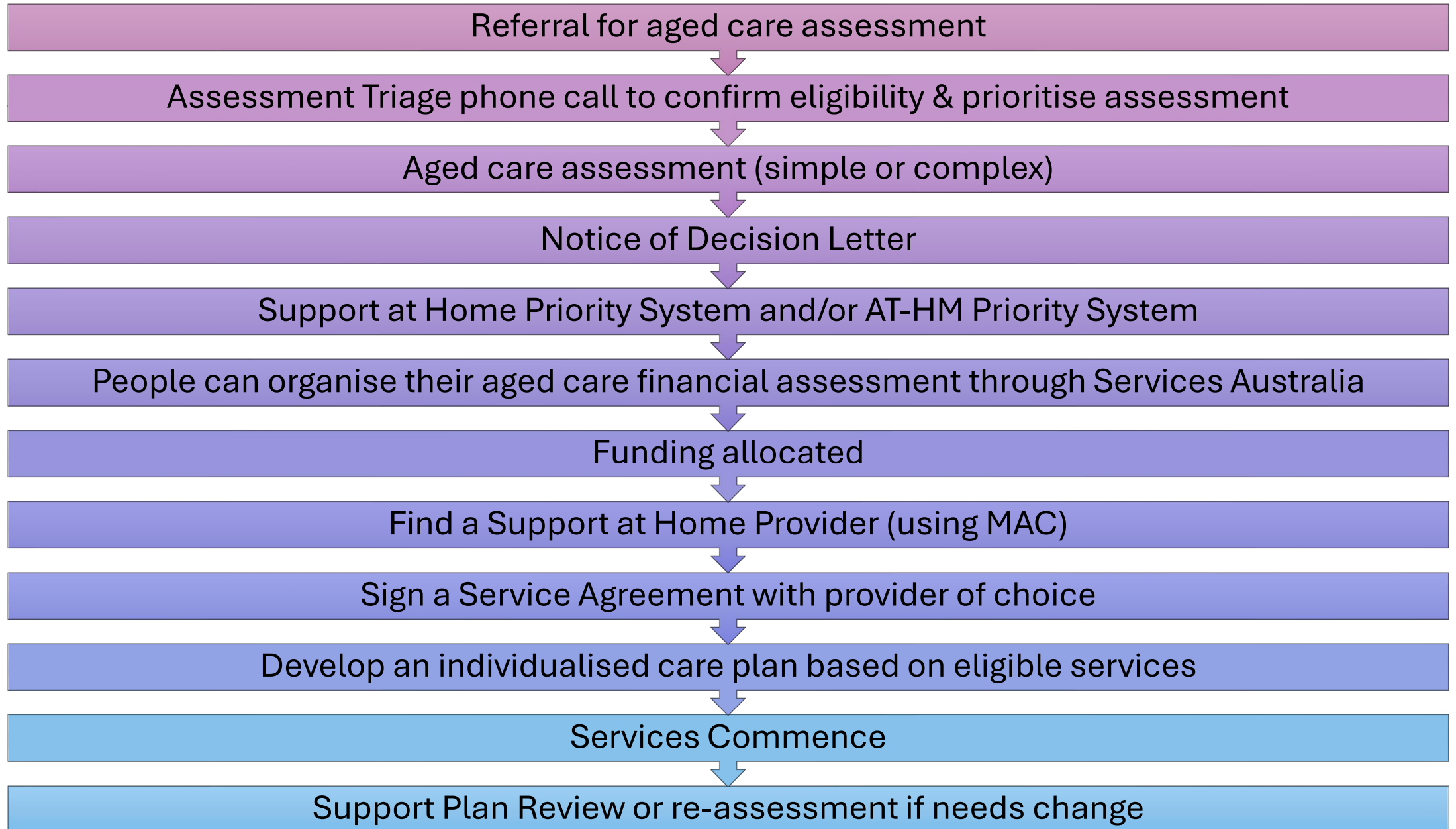
## Support at Home Program (previously the Home Care Package Program)

Higher Level In-home care

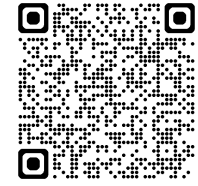
## Aged Care Home (including Respite)

Residential aged care

# Support at Home Pathway



# Referring your patient for an aged care assessment

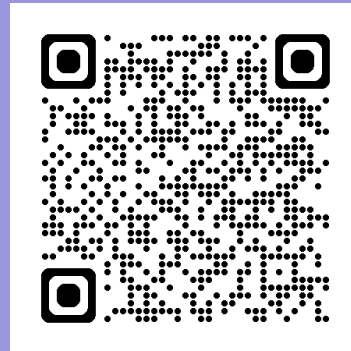


## My Aged Care e-Referral System

Available if you use:

- Best Practice
- MedicalDirector
- MedTech
- Genie
- Shexie
- Zedmed
- Communicare practice management system (PMS)

## 'Make a referral' online form



[Make a referral | My Aged Care](#)

## Call My Aged Care



1800 200 422

# Support at Home priority category

- Lives alone **(1 point)**
- Identifies as Aboriginal or Torres Strait Islander **(1 point)**
- Is experiencing homelessness or is at risk of homelessness **(1 point)**
- Requires urgent ongoing service provision **(2 points)**
- Has waited more than six months from the day they applied to access services, or applied for reassessment and lives in a rural or remote area (MMM 5, 6, or 7) **(1 point)**

Urgent	The older person has five or more points
High	The older person has four points
Medium	The older person has two or three points
Standard	The older person has one or no points

For more information:  
[Assessment outcome - Support at Home](#)



# Support at Home Funding Wait Times

## Ongoing Funding

The estimated wait times for **ongoing funding** as at 1 November 2025 are shown in the tables below (starting from a patient's access approval start date in their assessment outcome letter). These wait times provide a guide for someone who was approved for SaH services. These wait times will be updated as new estimates become available.

Priority category	Urgent priority	High priority	Medium priority	Standard priority
Estimated wait time	Within 1 month	1.5 to 2.5 months	8 to 9 months	10 to 11 months
<small>* Last updated 1 November 2025</small>				

## AT-HM Scheme

If an older person has been assessed as eligible for assistive technology and/or home modifications, they will enter the:

- Assistive Technology Priority System and/or
- Home Modifications Priority System

Wait times will depend on the priority group. In some instances, patients may get access to AT-HM funding while waiting for Support at Home ongoing funding.

## RCP or EoL Pathway

If approved, patients will get immediate access to RCP or EoL Pathway. There is no waitlist to receive funding.

**Note:** RCP and EoL patients who need AT-HM will be allocated their AT-HM funding immediately after Assessment Delegate approval.

*\*Participants under the End-of-Life Pathway may be approved to receive funding for assistive technology, but they are not eligible to receive any funding for home modifications.*

# End of Life Pathway

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- \$25 000 over 12-16 weeks

## Eligibility

- 65 years +
  - 50+ if Aboriginal or Torres Strait Islander, homeless or at risk of homelessness
- 3 months life expectancy
- Score of 40 or lower on AKPS
- You **do not** need to be a Support at Home recipient



# Restorative Care Pathway

- \$6000 for 16 weeks
- Participants can access 2 non-consecutive episodes
- You cannot pause funding

## Eligibility

- Continue living at home without ongoing Support at Home services, or with no change to their ongoing services
- Addresses an issue that will improve from intensive, short term interventions
- Motivated and willing to set goals and actively participate.



# Specialist Dementia Care Program (SDCP)



- Supports people with very severe behavioural and psychological symptoms of dementia who cannot be cared for in a mainstream residential aged care home.
- Transition program – up to 12 months.

## SDCP unit on Gold Coast:

- Abri Residential Aged Care (Anglicare), located in Southport
- Specialist in-reach medical support provided by GCHHS
- Referrals through [Dementia Support Australia](#)



# Additional Supports

## Seniors Enquiry Line

- Free, statewide information and referral service
- 1300 135 500

## ADA Australia

- Aged and disability advocates and community legal services
- 1800 818 338



## Services Australia

- [Aged Care Claim for financial hardship assistance form \(SA462\)](#)



# Financial Hardship Assistance Criteria

- Access to less than \$165.05 per fortnight
  - 15% of the basic age pension amount
- Assets
  - Excluding unrealisable
- Gifts
  - More than \$10 000 in current financial year or any of previous 4
  - More than \$30 000 in past 5 financial years

[Financial hardship assistance | My Aged Care](#)

Food

Home

Medical

Insurances

Transport

- Rent/Mortgage
- Maintenance
- Rates
- Water, sewerage
- Gas and electricity
- Phone
- Internet

- Dental care
- Prescription glasses
- Artificial limbs, eyes or hearing aids
- Wheelchair/mobility aids

- Health
- Funeral Plan payments
- Car
- Home
- Ambulance cover

- Public transport
- Vehicle registration
- Repairs

# Resources

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- Support at Home guidance for General Practitioners
- General Practice in Aged Care Incentive
- Aged Care on-site pharmacist

