



Australian Government

Department of Health, Disability and Ageing

SUPPORT AT HOME PROGRAM: Ongoing services and Short-term pathways

Data Report 4th Quarter 2025-26
(Short-term pathways data reported from
1 November 2025 to 30 June 2026)

Published: 27 October 2026

Table of Contents

Executive Summary.....	3	
INTRODUCTION	4	
OVERVIEW	4	
CAVEATS	4	
ELIGIBILITY AND ASSESSMENT	5	
DISTRIBUTION OF SUPPORT AT HOME ONGOING CLASSIFICATIONS.....	5	
VOLUME OF SUPPORT AT HOME CLASSIFICATIONS APPROVALS.....	6	
DISTRIBUTION OF ASSISTIVE TECHNOLOGY & HOME MODIFICATION FUNDING TIERS	6	6
VOLUME OF ASSISTIVE TECHNOLOGY AND HOME MODIFICATION APPROVALS..	8	
DISTRIBUTION OF RESTORATIVE CARE PATHWAY FUNDING	9	
VOLUME OF RESTORATIVE CARE PATHWAY APPROVALS	10	
DISTRIBUTION OF END-OF-LIFE PATHWAY FUNDING	11	
VOLUME OF END-OF-LIFE PATHWAY APPROVALS	12	
SUPPORT AT HOME SERVICE DELIVERY	13	
NUMBER OF PEOPLE WITH ACCESS TO A SUPPORT AT HOME PLACE	13	
NUMBER OF PEOPLE WITH ACCESS TO ASSISTIVE TECHNOLOGY AND HOME MODIFICATION FUNDING TIERS	16	
NUMBER OF PEOPLE WITH ACCESS TO A RESTORATIVE CARE PATHWAY PLACE	16	
NUMBER OF PEOPLE WITH ACCESS TO AN END-OF-LIFE PATHWAY PLACE	18	
NUMBER OF APPROVED SUPPORT AT HOME PROVIDERS	18	
PRIORITISATION.....	20	
PRIORITY SYSTEMS	20	
SUPPORT AT HOME PRIORITY SYSTEM	20	
DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES.....	22	
SUPPORT AT HOME WAIT TIMES	23	
NUMBER OF SUPPORT AT HOME PLACES RELEASED.....	24	
INTERIM PLACES	24	
ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS PRIORITY SYSTEM.....	25	
PEOPLE WHO HAVE NOT YET BEEN OFFERED ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS FUNDING	25	
ASSISTIVE TECHNOLOGY AND HOME MODIFICATION WAIT TIMES	26	
NUMBER OF ASSISTIVE TECHNOLOGY AND HOME MODIFICATION PLACES RELEASED	26	
Glossary	28	

Executive Summary

- This report is broader in scope than the first two Support at Home Program Data Reports for 2025-26, as it includes statistics on Support at Home ongoing services and the short-term pathways: Assistive Technology and Home Modifications, End-of-Life and Restorative Care Pathways.
- The report covers two reporting periods. Support at Home ongoing services cover 2025-26 Quarter 4 only as previous quarter results have already been published; while data on short-term pathways covers the period 1 November 2025 to 30 June 2026.
- As at 30 June 2026:
 - 390,901 people with access to a Support at Home ongoing place;
 - 401,778 people with access to an Assistive Technology and/or Home Modification place at 30 June 2026;
 - 3,699 people with access to a Restorative Care Pathway place at 30 June 2026;
 - 2,959 people with access to an End-of-Life Pathway place at 30 June 2026.
- Persons waiting for Support at Home ongoing services and Assistive Technology and Home Modifications funding enter respective priority systems. As at 30 June 2026:
 - 106,977 people were waiting for Support at Home ongoing services;
 - 65,402 people were waiting for Assistive Technology and/or Home Modifications funding.
- A person may be recorded in both priority systems if they are waiting for both Support at Home ongoing services and Assistive Technology and/or Home Modifications funding. The two figures above are therefore not mutually exclusive and should not be summed.

INTRODUCTION

OVERVIEW

The Australian Government recognises that people want to remain living independently in their own homes for as long as possible. To support this, the Government subsidises places through the Support at Home program to provide home-based care that can improve older Australians' quality of life and help them to remain active and connected to their communities.

The Support at Home program delivers government-funded aged care services to help older people to stay at home for longer. On 1 November 2025, it replaced the Home Care Packages Program and Short-Term Restorative Care Programme.

This report differs from previous quarterly reports as it includes data on both ongoing Support at Home services and, for the first time, the short-term pathways introduced under the Support at Home program. While reporting on ongoing services is limited to Quarter 4 (1 April 2026 to 30 June 2026), statistics on the short-term pathways, including the Restorative Care Pathway, the End-of-Life Pathway, and the Assistive Technology and Home Modifications scheme, cover the period from 1 November 2025 to 30 June 2026.

For ongoing services, the report covers participants across the eight ongoing Support at Home classifications and the four transitioned Home Care Package levels during the period 1 April 2026 to 30 June 2026. For the short-term pathways, this report presents data from the commencement of the Support at Home program on 1 November 2025 through to 30 June 2026. A Glossary is also provided at the end of the report explaining specific terminology and abbreviations used throughout the report.

Appendices referenced throughout this report are provided in a separate PDF document and are available alongside this report on the GEN Aged Care website.

Further information on the Support at Home program, including eligibility, fees and recent reforms can be found at <https://www.health.gov.au/our-work/support-at-home>.

CAVEATS

Quantitative data for the Support at Home program presented in this report was extracted from the Ageing and Aged Care Data Warehouse on multiple occasions between the period 1 July 2026 to 19 October 2026. The data is sourced from systems and records maintained by the Department of Health, Disability and Ageing (the department) and Services Australia. All data was current and valid at the date of extraction/s.

Due to the dynamic nature of the data, extracts generated on different dates may vary from those presented in this report.

All information in this report is presented in aggregate form and has been de-identified. Provider and client data are classified as 'protected information' under the *Aged Care Act 2024* (Cth). Information relating to individuals is also protected under the *Privacy Act 1988* (Cth), which governs the collection, use and disclosure of personal information.

ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF SUPPORT AT HOME ONGOING CLASSIFICATIONS

- There are eight levels of Support at Home classifications and four transitioned Home Care Package levels to help meet older Australians' different levels of care need, which can be determined by the outcome of an independent aged care assessment or reassessment via Support Plan Review.
- As Support at Home funding is allocated to participants quarterly, Table 1 provides both the quarterly, and annual amount of Support at Home subsidy as of 30 June 2026.

Table 1: Support at Home ongoing (SAH) quarterly and annual subsidy, by SAH Classification as of 30 June 2026

SAH Classification	Rounded quarterly budget amount paid by the Government	Rounded annual budget amount paid by the Government
1	\$2,683	\$10,731
2	\$4,009	\$16,034
3	\$5,491	\$21,966
4	\$7,424	\$29,696
5	\$9,924	\$39,697
6	\$12,059	\$48,114
7	\$14,537	\$58,148
8	\$19,527	\$78,106

Notes: The amounts in the table include the 10% allocated for care management, and do not include additional supplements that a participant may be eligible for. Figures are rounded to the nearest dollar.

Table 2: Transitioned HCP quarterly and annual subsidy, by HCP Classification as of 30 June 2026

HCP Classification	Support at Home Classification	Rounded quarterly budget amount paid by the Government	Rounded annual budget amount paid by the Government
HCP Level 1	Transitioned HCP Level 1	\$2,747	\$10,987
HCP Level 2	Transitioned HCP Level 2	\$4,830	\$19,319
HCP Level 3	Transitioned HCP Level 3	\$10,514	\$42,055
HCP Level 4	Transitioned HCP Level 4	\$15,940	\$63,728

Notes: The amounts in the table include the 10% allocated for care management, and do not include additional supplements that a candidate may be eligible for. Figures are rounded to the nearest dollar.

VOLUME OF SUPPORT AT HOME CLASSIFICATIONS APPROVALS

- There were 70,505 Support at Home ongoing classification approvals in the June 2026 quarter (Table 3).

Table 3: Number of SAH classification approvals in the June 2026 quarter, by state and territory of assessment, classification.

State/ territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
NSW	2,351	2,692	3,216	2,435	3,338	506	2,850	4,039	21,427	30.4%
VIC	2,374	2,760	3,034	2,499	3,299	600	2,962	3,935	21,463	30.4%
QLD	1,846	2,008	1,848	1,713	1,718	541	1,749	1,965	13,388	19.0%
WA	577	596	674	601	665	130	828	1,248	5,319	7.5%
SA	674	744	911	681	936	255	759	1,002	5,962	8.5%
TAS	195	252	205	239	265	28	239	315	1,738	2.5%
ACT	108	97	140	96	101	24	112	190	868	1.2%
NT	42	56	43	44	25	10	54	40	314	0.4%
Unknown	<10	<10	<10	<10	<10	<10	<10	<10	26	0.0%
Total	8,169	9,207	10,072	8,312	10,353	2,097	9,560	12,735	70,505	100.0%
Share	11.6%	13.1%	14.3%	11.8%	14.7%	3.0%	13.6%	18.1%	100.0%	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

Table 4: Number of SAH classification approvals since 1 November 2025 to 30 June 2026 by quarter

	Q2 2025-26	Q3 2025-26	Q4 2025-26
Number of SAH approvals	32,742	60,709	70,505

- Data on the number of Support at Home ongoing classification approvals in the June 2026 quarter by Aged Care Planning Region (ACPR) can be found at **Appendix A**.

DISTRIBUTION OF ASSISTIVE TECHNOLOGY & HOME MODIFICATION FUNDING TIERS

- There are three funding tiers for Assistive Technology and Home Modifications to help meet older Australians' different levels of care need. These are determined by the outcome of an independent aged care assessment. Assessors may recommend a participant for an Assistive Technology funding tier, a Home Modifications funding tier or both.
- Within the Assistive Technology and Home Modifications scheme, a participant can also be allocated specified needs funding for assistance dogs, this is an annual allocation and separate from funding tier amounts.
- The Assistive Technology and Home Modifications scheme allocates a budget to participants in an account that is separate from their quarterly budgets for ongoing Support at Home services, Restorative Care Pathway and End of Life Pathway.
- Funding is available for 12 months (in most circumstances) from the date of the participant signing the service agreement with a provider.

- For Assistive Technology, participants with specific progressive conditions automatically have 24 months to utilise allocated funds. They can also apply for an additional 24-month extension (48 months in total).
- For Home Modifications, participants with complex home modifications can extend their funding for an additional 12 months (24 months in total) by providing evidence to Services Australia.
- Assistive Technology and Home Modifications Funding tiers are released by the full amount once a participant is allocated funds, Table 5 and Table 6 provide the total amount for Assistive Technology and Home Modifications respectively, Table 7 provides the total amount for assistance dog maintenance.

Table 5: Assistive Technology funding tiers as of 30 June 2026

Assistive Technology Funding Tier	Funding Allocation Cap	Funding Period
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000 ¹ (nominal)	12 months

Notes: ¹Products and equipment with costs greater than \$15,000 are available to participants with a prescribed need.

Table 6: Home Modification funding tiers as of 30 June 2026

Home Modifications Funding Tier	Funding Allocation Cap	Funding Period
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000 ¹ (capped)	12 months

Notes: ¹Products and equipment with costs greater than \$15,000 are available to participants with a prescribed need.

Table 7: Assistance dog funding tier as of 30 June 2026

Other Funding	Amount	Funding Period
Assistance dog maintenance	\$2000 (per year)	Ongoing

VOLUME OF ASSISTIVE TECHNOLOGY AND HOME MODIFICATION APPROVALS

- There were 210,074 Assistive Technology and Home Modifications approvals from 1 November 2025 to 30 June 2026 (Table 8).
- Of these 210,074 Assistive Technology and Home Modifications approvals, 114,301 (54%) were approvals for Assistive Technology and 95,773 (46%) were approvals for Home Modifications.
- In addition to approvals, assessors and departmental delegates also approved 31,489 funding tier increases for persons who are already in receipt of an Assistive Technology and Home Modifications place. (not included in Table 8 below).

Table 8: Number of Assistive Technology and Home Modifications approvals (not including funding tier increases) from 1 November 2025 to 30 June 2026, by state and territory of assessment, classification.

State/ territory	Assistive Technology	Home Modifications	Total	Share
NSW	31,802	25,081	56,883	27.1%
VIC	38,523	34,929	73,452	35.0%
QLD	20,314	15,890	36,204	17.2%
WA	8,069	6,902	14,971	7.1%
SA	10,353	8,586	18,939	9.0%
TAS	2,941	2,561	5,502	2.6%
ACT	1,846	1,475	3,321	1.6%
NT	434	331	765	0.4%
Unknown	19	18	37	0.0%
Total	114,301	95,773	210,074	100.00%
Share	54.4%	45.6%	100.00%	

Note: ¹Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10".

Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

²Assistive technology includes approvals for Assistance dog maintenance.

Table 9: Number of Assistive Technology and Home Modifications assessment approvals since 1 November 2025 to 30 June 2026 by quarter

	Q2 2025-26 (1 Nov 2025 to 31 Dec 2025)	Q3 2025- 26	Q4 2025- 26
Number of Assistive Technology and Home Modifications approvals	34,385	75,105	100,584

- Data on the number of Assistive Technology and Home Modifications approvals from 1 November 2025 to 30 June 2026 quarter by Aged Care Planning Region (ACPR) can be found at **Appendix B**.

DISTRIBUTION OF RESTORATIVE CARE PATHWAY FUNDING

- The Restorative Care Pathway is a short-term pathway within the Support at Home program designed to help older people maintain or regain their independence through intensive, goal-oriented allied health and/or nursing services.
- Access to this pathway is determined by the outcome of an independent aged care assessment or Support Plan Review. To be eligible, an individual must have restorative care goals and require a multidisciplinary allied health and/or nursing approach to support improved function and independence.
- Each Restorative Care Pathway episode operates to 16 weeks and is supported by one unit of funding of approximately \$6,000.
- Restorative Care Pathway funding is separate from Support at Home ongoing funding and Assistive Technology and Home Modifications funding. Participants receiving ongoing Support at Home services may access Restorative Care Pathway in addition to their ongoing services where eligible.
- Participants can access a maximum of two units of Restorative Care Pathway funding within a 12-month period. These units may be:
 - a) accessed as two separate Restorative Care Pathway episodes, with a minimum 90-day gap between episodes; or
 - b) combined into a single Restorative Care Pathway episode through approval of a second concurrent funding unit where additional funding is required to achieve restorative care goals.
- Table 10 provides the total amount of Government subsidy for the Restorative Care Pathway in 2025-26.

Table 10: Restorative Care Pathway as at 30 June 2026

Short-term Pathway	Amount	Funding Period
Restorative Care Episode	\$6,000	16 weeks

Notes: While care management for ongoing SAH has 10% of the budget aside for care management activities, there is no specific amount deducted from the participant's Restorative Care Pathway budget. The care management amounts should be agreed between the provider and participant, and in the participant's best interests.

VOLUME OF RESTORATIVE CARE PATHWAY APPROVALS

- There were 8,031 Restorative Care Pathway approvals from 1 November 2025 to 30 June 2026 (Table 11). Of these 8,031 approvals, 115 were approvals for additional Restorative Care Pathway units. This included:
 - 5,730 approvals between 1 November 2025 and 30 December 2025¹;
 - 1,004 approvals between 1 January 2026 and 31 March 2026; and
 - 1,297 approvals between 1 April 2026 and 30 June 2026.

Table 11: Number of Restorative Care Pathway approvals from 1 November 2025 to 30 June 2026, by state and territory

State/ territory	Restorative Care Pathway Approvals	Share
NSW	2,995	37.3%
VIC	1,742	21.7%
QLD	1,718	21.4%
WA	849	10.6%
SA	330	4.1%
TAS	173	2.2%
ACT	160	2.0%
NT	64	0.8%
Unknown	-	0.0%
Total	8,031	100.0%

Notes: ¹Where an active participant's needs change, they can request a Support Plan Review to have Restorative Care Pathway approved and added to their initial assessment.²Total approvals include additional units of Restorative Care Pathway.

- Data on the number of Restorative Care Pathway approvals from 1 November to 2025 to 30 June 2026 quarter by Aged Care Planning Region (ACPR) can be found at **Appendix C**.

¹ These approvals include Short-Term Restorative Care Programme approvals that transitioned on 1 November 2025.

DISTRIBUTION OF END-OF-LIFE PATHWAY FUNDING

- The End-of-Life Pathway is a short-term pathway within the Support at Home program that supports older people who wish to remain at home during the final stage of life. It is available to older people with a prognosis of three months or less to live and an Australian-modified Karnofsky Performance Status (AKPS) score of 40 or less.
- Access to this pathway is determined by the outcome of an independent aged care assessment or Support Plan Review and requires a completed End-of-Life Pathway Form certified by a medical practitioner or nurse practitioner.
- Active Support at Home participants assessed as eligible for End-of-Life Pathway are transitioned to this classification from their ongoing classification.
- Participants access the End-of-Life Pathway for an initial 12-week period and receive approximately \$25,000 in funding.
- If a participant requires ongoing services after 12 weeks, they may:
 - continue using the budget up until the 16-week mark, if funding is still available
 - access unspent Home Care Package unspent funds, if available
 - work with their provider to request a Support Plan Review to transition to an ongoing Support at Home classification.
- A participant exits the End-of-Life Pathway when:
 - they no longer want to stay at home or are unable to do so
 - the period of funding for the End-of-Life Pathway has finished (maximum 16 weeks).
- Table 12 provides the total amount of Government subsidy for End-of-Life Pathway in 2025-26.

Table 12: End-of-Life Pathway as at 30 June 2026

Short-term Pathway	Amount	Funding Period
End-of-Life Pathway	\$25,000	12-16 weeks

Notes: While care management for ongoing SAH has 10% of the budget aside for care management activities, there is no cap on what can be claimed for care management under the End-of-Life Pathway. The care management amounts should be agreed between the provider and participant, and in the participant's best interests.

VOLUME OF END-OF-LIFE PATHWAY APPROVALS

- There were 3,578 End-of-Life Pathway approvals from 1 November 2025 to 30 June 2026 (Table 13). This included:
 - 691 approvals between 1 November 2025 and 30 December 2025;
 - 1,356 approvals between 1 January 2026 and 31 March 2026; and
 - 1,531 approvals between 1 April 2026 and 30 June 2026.

Table 13: Number of End-of-Life Pathway approvals from 1 November 2025 to 30 June 2026, by state and territory.

State/ territory	End-of-Life Pathway Approvals	Share
NSW	937	26.2%
VIC	962	26.9%
QLD	825	23.1%
WA	436	12.2%
SA	242	6.8%
TAS	94	2.6%
ACT	67	1.9%
NT	14	0.4%
Unknown	1	0.0%
Total	3,578	100.0%

Notes: Where an active participant's needs change, they can request a Support Plan Review to have End-of-Life Pathway approved and added to their initial assessment.

- Data on the number of End-of-Life Pathway approvals from 1 November to 2025 to 30 June 2026 quarter by Aged Care Planning Region (ACPR) can be found at **Appendix D**.

Key points

- Approvals increased between the March and June 2026 quarters, from 60,709 approvals for Support at Home ongoing services in the March 2026 quarter to 70,505 in the June 2026 quarter, an increase of 9,796 approvals (16.1 per cent).
- There were 210,074 approvals for an Assistive Technology and Home Modifications funding tier from 1 November 2025 to 30 June 2026 including 100,584 approvals in June 2026 quarter. Approvals increased by 25,479 between Quarter 3 and Quarter 4, from 75,105 to 100,584, representing a 33.9 per cent increase.
- There were 8,031 approvals for a Restorative Care Pathway from 1 November 2025 to 30 June 2026 including 1,297 approvals in June 2026 quarter.
- There were 3,578 approvals for an End-of-Life Pathway from 1 November 2025 to 30 June 2026 including 1,531 approvals in June 2026 quarter.

SUPPORT AT HOME SERVICE DELIVERY

NUMBER OF PEOPLE WITH ACCESS TO A SUPPORT AT HOME PLACE

- There were 390,901 people with access to a Support at Home ongoing place at 30 June 2026, comprised of 30,378 Support at Home classifications (Table 14) and 360,523 Transitioned Home Care Packages (HCP) level (Table 15).
- A Support at Home ongoing place can refer to either a Support at Home classifications or Transitioned Home Care Packages level.
 - Out of these, 352,126² people were receiving care, and a further 38,775 people were assigned an ongoing place and were considering whether to take up their offer.
 - There were 26,581 new service commencements to a Support at Home ongoing place in the June 2026 quarter. In addition,
 - a) there were 22,587 new service commencements from 1 November 2025 to 31 December 2025.
 - b) there were 35,734 new service commencements in the March 2026 quarter
- Chart 1 shows the quarterly growth in the number of people with access to a Home Care Package (on or before 31 October 2025), and ongoing Support at Home place from 1 November 2025.

Table 14: Number of people with access to an ongoing place by classification state and territory, at 30 June 2026

State/ territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
NSW	617	459	1,188	577	1,318	188	933	1,818	7,098	23.4%
VIC	681	759	1,551	985	1,905	281	1,489	2,348	9,999	32.9%
QLD	593	586	963	739	1,029	248	929	1,288	6,375	21.0%
WA	193	192	426	238	453	67	422	804	2,795	9.2%
SA	184	195	493	262	477	93	359	559	2,622	8.6%
TAS	38	46	107	73	140	15	99	234	752	2.5%
ACT	49	38	82	62	71	<10	80	145	535	1.8%
NT	12	23	21	21	31	<10	35	51	200	0.7%
Unknown	-	-	-	<10	-	-	<10	-	<10	0.0%
Total	2,367	2,298	4,831	2,958	5,424	906	4,347	7,247	30,378	100.0%

Note: Location is based on the address of the person receiving a SAH place, not the address of their provider.

Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

²The figure of 352,126 was extracted on 20 October 2026 and is a preliminary figure only and only includes Support at Home ongoing services. The final in-care figure for Support at Home ongoing services is planned to be published in *the Report on the Operation of the Aged Care Act 2024* at a later date.

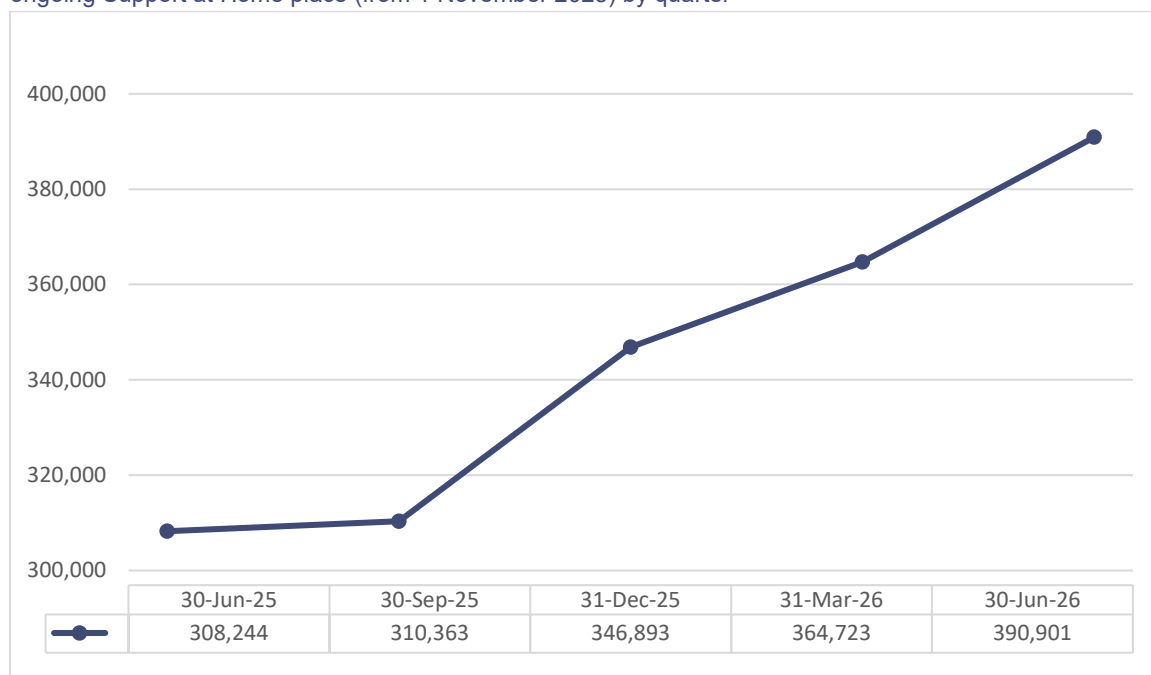
Table 15: Number of people with access to a Transitioned HCP place by classification state and territory, at 30 June 2026

State/territory	Transitioned HCP 1	Transitioned HCP 2	Transitioned HCP 3	Transitioned HCP 4	Total	Share
NSW	7,243	49,018	44,678	17,727	118,666	32.9%
VIC	4,231	38,084	34,574	19,423	96,312	26.7%
QLD	3,191	27,106	26,959	13,613	70,869	19.7%
WA	436	6,594	11,300	8,914	27,244	7.6%
SA	1,110	11,128	14,498	6,924	33,660	9.3%
TAS	411	3,184	3,013	1,311	7,919	2.2%
ACT	31	1,184	1,606	1,391	4,212	1.2%
NT	17	492	720	382	1,611	0.4%
Unknown	-	15	12	<10	30	0.0%
Total	16,670	136,805	137,360	69,688	360,523	100.0%

Note: Location is based on the address of the person receiving a SAH place, not the address of their provider. Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- Data on the number of people with access to a Support at Home ongoing place at 30 June 2026 by Aged Care Planning Region (ACPR) can be found at **Appendix E**.

Chart 1: Number of people with access to the Home Care Packages Program (on or before 31 October 2025) and an ongoing Support at Home place (from 1 November 2025) by quarter



- Table 16 provides a breakdown of the proportion of people with access to a Support at Home ongoing place according to the Modified Monash Model (MMM) classifications – with 1 classified as major metropolitan regions, ranging to 7 which is classified as the most remote regions.

Table 16: Total number of people with access to a Support at Home ongoing place at 30 June 2026, by MMM Classification

MMM	Number of people with access to a SAH place	Share
1	262,554	67.2%
2	34,965	8.9%
3	34,644	8.9%
4	20,593	5.3%
5	32,790	8.4%
6	3,543	0.9%
7	1,605	0.4%
Unknown	207	0.1%
Total	390,901	100.0%

Note: Location is based on the address of the person receiving a SAH place, not the address of their provider.

NUMBER OF PEOPLE WITH ACCESS TO ASSISTIVE TECHNOLOGY AND HOME MODIFICATION FUNDING TIERS

- 401,778 people had access to an Assistive Technology and/or Home Modifications place as at 30 June 2026. This figure includes people who transitioned from the HCP Program. As part of the transition arrangements, participants were allocated an Assistive Technology and Home Modifications transitional tier (\$0 allocation), enabling them to access these supports using any available HCP Commonwealth unspent funds.
- Of this cohort, 333,097 people had access to a transitioned zero funding tier, and 68,681 people were accessing a new Assistive Technology and Home Modifications place.
- A person will receive immediate access to an Assistive Technology and Home Modifications place if they are approved for this care type as part of their assessment for Restorative Care Pathway or End-of-Life Pathway, or if they have a diagnosis of Motor Neurone Disease (MND).
- As at 30 June 2026, 105,692 places and/or funding tier upgrades were allocated (Table 17) to a total of 68,681 people. As Assistive Technology and Home Modifications are allocated separately, individuals may have accessed more than one place..

Table 17: Number of new Assistive Technology and Home Modifications places and/or funding tier upgrades allocated by classification state and territory, at 30 June 2026

State/ territory	Assistive Technology	Home Modifications	Total	Share
NSW	16,813	12,205	29,018	27.5%
VIC	19,192	16,512	35,704	33.8%
QLD	11,420	8,034	19,454	18.4%
WA	4,545	3,443	7,988	7.6%
SA	4,810	3,999	8,809	8.3%
TAS	1,503	1,207	2,710	2.6%
ACT	881	667	1,548	1.5%
NT	265	189	454	0.4%
Unknown	3	4	7	0.0%
Total	59,432	46,260	105,692	100.0%
Share	56.2%	43.8%	100.0%	

Note: ¹Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10".

Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

²Assistive technology includes participants with access to Assistance dog maintenance.

- Data on the number of Assistive Technology and Home Modifications places allocated from 1 November 2025 to 30 June 2026 by Aged Care Planning Region (ACPR) can be found at **Appendix F**.

NUMBER OF PEOPLE WITH ACCESS TO A RESTORATIVE CARE PATHWAY PLACE

- A participant is granted immediate access to Restorative Care Pathway services upon approval.
- As a Restorative Care Pathway episode can last up to 16 weeks, some people approved during the quarter may have completed and exited the pathway before quarter-end. Consequently, the number of people with access to Restorative Care Pathway at the end of the quarter may be lower than the number of approvals recorded during the quarter.

- There were 3,699 people who had access to Restorative Care Pathway as at 30 June 2026 (Table 18). In addition,
 - 444 people had access to Restorative Care Pathway at 31 December 2025;
 - 5,732 people had access to Restorative Care Pathway 31 March 2026.

Table 18: Number of people with access to a Restorative Care Pathway place by classification state and territory at 30 June 2026

State/ territory	Number of people with access to a Restorative Care Pathway Place	Share
NSW	1,166	31.5%
VIC	940	25.4%
QLD	733	19.8%
WA	499	13.5%
SA	180	4.9%
TAS	89	2.4%
ACT	54	1.5%
NT	38	1.0%
Unknown	-	0.0%
Total	3,699	100.0%

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- Data on the number of people with access to a Restorative Care Pathway place from 1 November 2025 to 30 June 2026 by Aged Care Planning Region (ACPR) can be found at **Appendix G**.

NUMBER OF PEOPLE WITH ACCESS TO AN END-OF-LIFE PATHWAY PLACE

- A participant is granted immediate access to the End-of-Life Pathway services upon approval.
- As a End-of-Life Pathway can last 12-16 weeks, some people approved during the quarter may have completed and exited the pathway before quarter-end. Consequently, the number of people with access to End-of-Life Pathway at the end of the quarter may be lower than the number of approvals recorded during the quarter.
- There were 2,959 people who had access to an End-of-Life Pathway as at 30 June 2026 (Table 19). In addition,
 - 684 people had access to End-of-Life Pathway at 31 December 2025;
 - 2,000 people had access to End-of-Life Pathway at 31 March 2026.

Table 19: Number of people with access to an End-of-Life Pathway place by classification state and territory at 30 June 2026

State/ territory	Number of people with access to a End-of-Life Pathway Place	Share
NSW	770	26.0%
VIC	788	26.6%
QLD	695	23.5%
WA	358	12.1%
SA	201	6.8%
TAS	79	2.7%
ACT	56	1.9%
NT	12	0.4%
Unknown	-	0.0%
Total	2,959	100.0%

Note: ¹Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- Data on the number of people with access to an End-of-Life Pathway place from 1 November 2025 to 30 June 2026 by Aged Care Planning Region (ACPR) can be found at **Appendix H**.

NUMBER OF APPROVED SUPPORT AT HOME PROVIDERS

- There were 939 registered Support at Home providers at 30 June 2026.



Key points

- There were 390,901 people with access to a Support at Home ongoing place at 30 June 2026.
- There were 26,581 new service commencements to a Support at Home ongoing place in the June 2026 quarter.
- There were 401,778 people with access to a Assistive Technology and/or Home Modification place at 30 June 2026; and 105,692 new places allocated since 1 November 2026.
- There were 3,699 people with access to a Restorative Care Pathway place at 30 June 2026.
- There were 2,959 people with access to an End-of-Life place at 30 June 2026.
- There were 939 approved Support at Home providers at 30 June 2026.

PRIORITISATION

PRIORITY SYSTEMS

- Persons waiting for Support at Home ongoing services and Assistive Technology and Home Modifications funding enter respective priority systems. As at 30 June 2026:
 - 106,977 people were waiting for Support at Home ongoing services;
 - 65,402 people were waiting for Assistive Technology and/or Home Modifications funding.
- A person may be recorded in both priority systems if they are waiting for both Support at Home ongoing services and Assistive Technology and/or Home Modifications funding. The two figures above are therefore not mutually exclusive and should not be summed.

SUPPORT AT HOME PRIORITY SYSTEM

- The Support at Home Priority System ensures the equitable allocation of Support at Home funding to participants. An older person will not be able to access government funded services under Support at Home until funding has been allocated. Older people approved to access Support at Home services will enter the Support at Home Priority System in one of its four priority categories (urgent, high, medium, standard). An older person's priority category is determined based on standardised criteria using information collected by the assessor during their aged care needs assessment.
- The time people wait for funding allocation depends on their assigned priority category, as well as other factors such as personal decisions to delay entering the queue.
- The Support at Home Priority System factors in:
 - priority for in-home care services (urgent, high, medium, standard)
 - the date of approval for home care.
- At 30 June 2026, there were 106,977 people in the Support at Home Priority System waiting for a Support at Home ongoing place at their approved classification or Transitioned HCP level.
- People approved for the Restorative Care Pathway or End-of-Life Pathway are immediately allocated funding and never entered the Support at Home Priority System.
- People allocated an interim place are classified as having received their approved place. Individuals receiving an interim place will transition to full funding once it becomes available.
- Table 20 shows the number and percentage of people who had not yet been offered Support at Home ongoing funding at 30 June 2026, by approved classification, Transitioned HCP level and priority.

Table 20: Number and percentage of people who had not yet been offered SAH ongoing funding, by classification at 30 June 2026

Approved Classification	Urgent	High	Medium	Standard	Total	Share
SAH 1	<10	43	2,500	13,988	16,537	15.5%
SAH 2	10	30	3,087	14,409	17,536	16.4%
SAH 3	22	109	4,228	12,430	16,789	15.7%
SAH 4	<10	51	3,436	9,925	13,420	12.5%
SAH 5	17	221	4,803	9,412	14,453	13.5%
SAH 6	-	13	708	2,075	2,796	2.6%
SAH 7	15	104	4,455	6,767	11,341	10.6%
SAH 8	26	299	6,904	6,814	14,043	13.1%
Transitioned HCP 1	-	-	-	<10	<10	0.0%
Transitioned HCP 2	<10	-	<10	26	28	0.0%
Transitioned HCP 3	<10	-	-	18	21	0.0%
Transitioned HCP 4	<10	-	-	<10	<10	0.0%
Total	111	870	30,122	75,874	106,977	100.0%
Share	0.1%	0.8%	28.2%	70.9%	100.0%	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 21 shows the state and territory distribution of people waiting for Support at Home funding at their approved Support at Home classification at 30 June 2026.
- Table 22 shows the state and territory distribution of people waiting for Support at Home funding at their approved Transitioned Home Care Package level at 30 June 2026.

Table 21: Number of people waiting on Support at Home ongoing funding at their approved classification by state and territory of residence and level of approval at 30 June 2026

State/ territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
NSW	5,027	5,363	5,765	4,230	5,221	776	3,784	5,061	35,227	32.9%
VIC	4,727	5,237	4,978	4,017	4,385	778	3,469	4,202	31,793	29.7%
QLD	3,846	3,818	3,051	2,653	2,283	685	1,843	1,994	20,173	18.9%
WA	1,050	1,120	1,023	964	919	190	925	1,232	7,423	6.9%
SA	1,243	1,257	1,339	957	1,137	284	839	1,005	8,061	7.5%
TAS	378	477	370	375	353	41	305	300	2,599	2.4%
ACT	193	180	201	155	129	32	114	206	1,210	1.1%
NT	71	83	60	65	25	10	59	43	416	0.4%
Unknown	<10	<10	<10	<10	<10	-	<10	-	13	0.0%
Total	16,537	17,536	16,789	13,420	14,453	2,796	11,341	14,043	106,915	100.0%
Share	15.5%	16.4%	15.7%	12.6%	13.5%	2.6%	10.6%	13.1%	100.0%	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

Table 22: Number of people waiting on Support at Home ongoing funding at their approved Transitioned HCP Level by state and territory of residence and level of approval at 30 June 2026

State/ territory	Transitioned HCP 1	Transitioned HCP 2	Transitioned HCP 3	Transitioned HCP 4	Total	Share
NSW	<10	<10	<10	<10	21	33.9%
VIC	-	<10	<10	<10	<10	8.1%
QLD	-	<10	<10	<10	17	27.4%
WA	-	<10	<10	<10	<10	11.3%
SA	-	<10	<10	-	11	17.7%
TAS	-	-	-	-	0	0.0%
ACT	-	-	-	<10	<10	1.6%
NT	-	-	-	-	0	0.0%
Unknown	-	-	-	-	0	0.0%
Total	<10	28	21	<10	62	100.0%
Share	6.5%	45.2%	33.9%	14.5%	100.0%	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- The number of people waiting on Support at Home ongoing funding at their approved classification at 30 June 2026, by ACPR, is found in **Appendix I**.

Key points

At 30 June 2026, 106,977 people were waiting for Support at Home ongoing services.

SUPPORT AT HOME WAIT TIMES

- The current wait times for ongoing funding for each priority category are shown in the table below based on the estimated trajectory for a person approved in June 2026. A person's wait times starts from the access approval start date in their assessment outcome letter to receipt of funding allocation.

Table 23: Estimated wait time for people with assessment approval start date as at 30 June 2026³

	Urgent priority	High priority	Medium priority	Standard priority
Estimated wait time	Within 1 month	1 month	5-6 months	7-8 months

³ [Assessment outcome: Support at Home | My Aged Care](#)

NUMBER OF SUPPORT AT HOME PLACES RELEASED

- The Department released 131,017 ongoing places in the June 2026 quarter (Table 24), at an average of 10,078 per week. This included 21,500 of the 63,000 Support at Home places announced by Government in September 2025, which were in addition to 20,000 Home Care Packages released from September to October 2025. As at 30 June 2026, a total of 63,000 of the announced places had been released.

Table 24: Number of SAH ongoing places released in the June 2026 quarter, by state and territory

State/territory	Urgent	High	Medium	Standard	Total	Share
NSW	216	2,142	8,419	30,684	41,461	31.6%
VIC	176	3,856	9,890	21,847	35,769	27.3%
QLD	179	2,252	6,696	18,103	27,230	20.8%
WA	84	1,146	2,751	5,965	9,946	7.6%
SA	76	957	2,604	7,062	10,699	8.2%
TAS	21	308	778	2,103	3,210	2.5%
ACT	14	263	498	1,125	1,900	1.5%
NT	14	104	200	470	788	0.6%
Unknown	-	<10	<10	<10	14	0.0%
Total	780	11,029	31,839	87,369	131,017	100.0%

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

INTERIM PLACES

As at 30 June 2026, all interim places for the 2025-26 financial year had been converted into full funding places and no one was in receipt of an interim place.

Key points

- 131,017 ongoing places were released in the June 2026 quarter, comprising of 780 for urgent, 11,029 for high, 31,839 for medium and 87,369 for standard priority.
- As at 30 June 2026, all 390,901 people with access to an ongoing place had an allocation of full funding, with no people remaining on interim funding.

ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS PRIORITY SYSTEM

- People enter the Assistive Technology and Home Modifications Priority System following an assessment or reassessment. Transitioned HCP participants may enter the Assistive Technology and Home Modifications Priority System following a reassessment.
- Persons who are approved for a funding tier increase through a Support Plan Review or through the data collection process that took place from 1 November 2025 to 30 June 2026, are not put on the priority system as their funding tier increase is immediate. Furthermore, a person with a diagnosis of Motor Neurone Disease (MND) also receives immediate funding.

PEOPLE WHO HAVE NOT YET BEEN OFFERED ASSISTIVE TECHNOLOGY AND HOME MODIFICATIONS FUNDING

- Table 26 shows the number and percentage of Assistive Technology and Home Modification places people are currently waiting for as at 30 June 2026, by approved funding tier and priority.
- Table 27 shows the number and percentage of people who had not yet been offered a new Assistive Technology and/or Home Modification place at 30 June 2026, by approved funding tier and state/territory.

Table 26: Number and percentage of Assistive Technology and Home Modifications funding tiers people are currently waiting for, by classification and priority at 30 June 2026

Approved Funding Tier	High	Medium	Standard	Total	Share
AT Low	18	1,258	3,326	4,602	4.1%
AT Medium	261	11,289	28,697	40,247	35.9%
AT High	223	5637	12,686	18,546	16.6%
HM Low	20	862	2,869	3,751	3.3%
HM Medium	226	7,643	24,374	32,243	28.8%
HM High	175	3231	9,208	12,614	11.3%
Assistance Dogs	0	<10	19	26	0.0%
Total	923	29,927	81,179	112,029	100.0%
Share	0.8%	26.7%	72.5%	100.0%	

Table 27: Number and percentage of people waiting for an Assistive Technology and/or Home Modification funding tier in the June 2026 quarter, by state and territory.

State/territory	Total people waiting for an AT and/or HM funding tier	Share
NSW	18,773	28.7%
VIC	22,030	33.7%
QLD	11,574	17.7%
WA	4,423	6.8%
SA	6,064	9.3%
TAS	1,395	2.1%
ACT	933	1.4%
NT	206	0.3%
Unknown	<10	0.0%
Total	65,402	100.00%

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- A breakdown of the number of people waiting for an Assistive Technology and Home Modification place at the end of each quarter from 1 November 2025 to 30 June 2026, by jurisdiction and ACPR, is found in **Appendix J**.

Key points

- At 30 June 2026, there were 65,402 people who were awaiting Assistive Technology and/or Home Modification funding at their approved funding tier level.

ASSISTIVE TECHNOLOGY AND HOME MODIFICATION WAIT TIMES

- The table below shows the average wait times of a person who received a funding allocation for either Assistive Technology or Home Modifications in the June 2026 quarter. A person's wait times starts from the access approval start date in their assessment outcome letter to receipt of funding allocation.

Table 29: Average wait time for people with Assistive Technology and Home Modification assessment approval to funding allocation as at 30 June 2026.

Average wait time	High priority	Medium priority	Standard priority
Assistive Technology	1 month	3 months	5 months
Home Modifications	1 month	3 months	5 months

NUMBER OF ASSISTIVE TECHNOLOGY AND HOME MODIFICATION PLACES RELEASED

- The department released 92,520 new Assistive Technology and Home Modifications places (Table 30), at an average of 2,721 per week from 1 November 2025 to June 2026. This data needs to be considered in conjunction with the *Eligibility and Assessment* chapter, as in addition to scheduled department releases, 48,304 funding tier increases were approved with immediate effect. These immediate funding tier increases are not reflected in Table 30.

Table 30: Number of Assistive Technology and Home Modifications funding tiers released from 1 November 2025 to June 2026, by state and territory

State/territory	High	Medium	Standard	Total	Share
NSW	2,909	12,683	9,262	24,854	26.9%
VIC	2,116	17,731	12,246	32,093	34.7%
QLD	1,624	8,790	6,153	16,567	17.9%
WA	632	3,477	1,949	6,058	6.5%
SA	571	4,708	3,128	8,407	9.1%
TAS	309	1,497	715	2,521	2.7%
ACT	154	953	474	1,581	1.7%
NT	111	247	74	432	0.5%
Unknown	-	5	2	7	0.0%
Total	8,426	50,091	34,003	92,520	100.0%

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- In the June 2026 quarter, 63,000 Assistive Technology and Home Modifications places were released (Table 31), at an average of 4,846 per week. In addition to this 21,644 funding tier increases were approved with immediate effect. These immediate funding tier increases are not reflected in Table 31.

Table 31: Number of Assistive Technology and Home Modifications funding tiers released in the June 2026 quarter, by state and territory

State/territory	High	Medium	Standard	Total	Share
NSW	1,940	8,349	6,569	16,858	26.8%
VIC	1,487	11,741	8,840	22,068	35.0%
QLD	1,092	5,693	4,380	11,165	17.7%
WA	467	2,372	1,426	4,265	6.8%
SA	375	2,988	2,232	5,595	8.9%
TAS	234	964	525	1,723	2.7%
ACT	106	574	328	1,008	1.6%
NT	73	176	62	311	0.5%
Unknown	-	5	2	7	0.0%
Total	5,774	32,862	24,364	63,000	100.0%

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

Key points

- 92,520 Assistive Technology and Home Modifications funding tiers were released from 1 November 2025 to 30 June 2026. Out of these, 8,426 for high priority, 50,091 for medium priority and 34,003 for standard priority.
- 63,000 Assistive Technology and Home Modifications funding tiers were released in the June 2026 quarter. Out of these, 5,774 for high priority, 32,862 for medium priority and 24,364 for standard priority.

Glossary

Term	Meaning
Approval	The outcome of an assessment where a person is determined eligible to receive one or more aged care services or care types and is issued a Notice of Decision outlining the approved supports. Approval may be for ongoing services, Assistive Technology and Home Modifications (AT-HM), the Restorative Care Pathway (RCP), the End-of-Life (EoL) Pathway, or a combination of these care types.
Assessment	A process undertaken by an authorised aged care assessor to determine a person's eligibility, care needs, support requirements, and priority for government-funded aged care services. The outcome of the assessment may include approval for one or more care types, documented in a Notice of Decision and support plan.
Assessor	A person who conducts aged care assessments (home support or comprehensive assessments). An aged care needs assessor can be a clinical assessor or a non-clinical assessor, and these roles have different qualification requirements.
Assistive Technology and Home Modifications (AT-HM) scheme	A short-term support pathway under the Support at Home program that helps eligible older people access, equipment, products, and home modifications based on their assessed needs.
Classification	Classification levels determine the amount of funding available to deliver the aged care services that an individual has been approved to access under a service group.
The department	The Australian Government Department of Health, Disability and Ageing.
End-of-Life Pathway	A short-term aged care pathway under the Support at Home program that provides fast access to care for people nearing the end of life.
Funding allocation	The point at which funding, or a funded place, becomes available to an approved person. Following allocation, the person can select a provider, enter into a service agreement,

Term	Meaning
	and commence receiving funded aged care services. An approved person may experience a waiting period between approval and funding allocation, depending on the care type and applicable priority system.
Funding tier increase	An increase to a participant's AT-HM funding tier, providing access to additional funding for assistive technology and/or home modifications. For participants who transitioned from the Home Care Packages Program, a funding tier increase may be granted through the transition data collection process (now closed) or a Support Plan Review where additional support needs are identified.
Home Care Packages (HCP) Program	An Australian Government program that previously provided funding for packages aimed at supporting people to remain living at home. The Home Care Packages Program ceased on 31 October 2025.
Integrated Assessment Tool (IAT)	A tool used by aged care needs assessors to assess eligibility for older people to access government subsidised aged care services. The IAT replaced the National Screening and Assessment Form (NSAF) on 1 July 2024.
Interim place	A temporary funding allocation provided to a person approved for ongoing Support at Home services while they wait for full funding to become available. An interim place provides access to 60 per cent of the person's approved ongoing funding budget, enabling them to access services before full funding is allocated. For reporting purposes, persons allocated an interim place are considered to have received a place at their approved level. Once full funding becomes available, the person transitions to their full funding allocation.
Modified Monash Model	The Modified Monash Model measures remoteness and population size on a scale of Modified Monash (MM) categories MM 1 to MM 7. MM 1 is a major city and MM 7 is very remote.
Ongoing funding	

Term	Meaning
	The Support at Home program includes eight classifications for ongoing services and four classifications for participants who have transitioned from the Home Care Packages program. Funding for ongoing services may include interim funding allocations for all priority categories except those classified as urgent. Funding amounts are determined based on the participant's assigned ongoing classification. For participants receiving ongoing services, 10% of their quarterly budget is allocated to their provider to support care management activities. Participants may continue to receive ongoing funding while accessing the Restorative Care Pathway. While ongoing funding cannot be used concurrently with the End-of-Life Pathway, a participant's quarterly budget will continue to be credited during their time in this pathway.
Participant	An individual who is receiving services under Support at Home.
Quarterly budget	A Support at Home participant's annual classification funding amount divided into four quarters, with added supplements if applicable.
Reassessment	A comprehensive review conducted by an authorised aged care assessor to determine whether a person's care needs, circumstances, or functional capacity have changed and whether their existing approvals, funding level, care type, or priority classification remain appropriate. A reassessment may result in new approvals, changes to existing approvals, or a revised level of funded support.
Registered provider (provider)	A registered provider of aged care is an organisation that has been assessed and approved to provide high-quality, safe and consistent care to older people under the <i>Aged Care Act 2024</i> .
Restorative Care Pathway	A short-term pathway providing up to 16 weeks of intensive allied health and/or nursing services (through a multidisciplinary team) and supports aimed to help the participant regain function.
Service commencement	The point at which a participant begins receiving services under an approved care type. Service commencement occurs after funding has been allocated, the participant has entered into a

Term	Meaning
	service agreement with a provider, and the provider has submitted an entry record to Services Australia.
Service Delivery Branch	The place of business of the registered provider through which funded aged care services are delivered to an individual. A provider must have a service delivery branch to claim for services delivered and receive subsidy from Services Australia.
Support at Home Priority System	Refers to the Support at Home queue and replaces the National Priority System under the Home Care Packages Program. The amount of time an eligible older person will need to wait to access government-funded services will depend on their priority group: urgent, high, medium, standard.
Support Plan Review	A review of a participant's support plan by an assessor to ensure approved supports and funding remain appropriate to their needs.
Transitioned home care package recipient	Refers to all existing home care package recipients who transitioned to the Support at Home program on commencement of the program.

Health.gov.au

All information in this publication is correct as at 27 October 2026

