

# Support at Home Price Guide

Flexible Pricing Options: Fully Managed | Self-Managed | Combination

Current as of 1 March 2026



We know that navigating home care can sometimes feel a little overwhelming. That’s why we’ve created this guide – to help you feel confident and informed about the services and supports available through the Support at Home program.

At Freewave, we believe in being fair and transparent in pricing. This guide outlines our **Fully Managed service rates**, which include the coordination, scheduling, quality oversight and administrative support provided by our team.

We also offer **flexible service management options**, including **Self-Managed services or a combination of Fully Managed and Self-Managed supports**, allowing you to choose the approach that best suits your needs and budget.

Your Care Partner will always discuss these options with you so you can decide what works best for your situation.

Your wellbeing and independence are what matter most to us. We’re here to support you every step of the way, making home care simpler, easier and tailored to your needs.

## Service Management Options

Freewave offers flexible service management options, allowing you to choose how your services are delivered - fully managed by Freewave, self-managed by you, or a combination of both.

Fully Managed Services Gives you peace of mind	Self-Managed Services Gives you greater control	Hybrid (Flexible Combination) Gives you full flexibility
<ul style="list-style-type: none"> <li>• Complete care coordination for total peace of mind.</li> <li>• Personalised care planning, coordination and scheduling.</li> <li>• Support workers sourced, scheduled and managed by Freewave.</li> <li>• Quality oversight, compliance and service coordination managed for you.</li> <li>• Budget monitoring and administration handled by our team.</li> </ul> <p>Fee: Rates listed in this Price Guide.</p>	<ul style="list-style-type: none"> <li>• For clients who prefer greater flexibility and control.</li> <li>• You select and coordinate your own support workers or providers.</li> <li>• Approved providers submit invoices to Freewave for payment processing.</li> <li>• All services must be agreed in advance and align with the client’s care plan and available budget.</li> <li>• Freewave processes provider payments and maintains budget oversight.</li> </ul> <p>Fee: Provider invoice + 10% administration fee*</p> <p><i>Subject to Freewave provider compliance and invoice verification.</i></p>	<ul style="list-style-type: none"> <li>• The best of both worlds.</li> <li>• A combination of self-managed and fully managed services.</li> <li>• You decide which services you organise yourself and which you would like Freewave to manage.</li> <li>• Different services can be managed in different ways depending on your needs.</li> <li>• Allows you to tailor how your care is managed.</li> <li>• This can change over time as your needs evolve.</li> </ul> <p>Fee: Applicable rates depending on service type*</p>

**Note: All prices listed in this schedule apply to Fully Managed services provided or coordinated by Freewave Aged Care.**

## EVERYDAY LIVING

### Domestic Assistance

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
General house cleaning	Per hour	\$117	\$138	\$165	\$193	\$275
Laundry services	Per hour	\$117	\$138	\$165	\$193	\$275
Shopping assistance	Per hour	\$117	\$138	\$165	\$193	\$275

### Home Maintenance and Repairs

Available Mon - Fri 7am - 4pm

Service	Price unit	Mon-Fri
Light gardening	Per hour	\$130
Assistance with home maintenance and repairs	Per hour	\$130
Expenses for home maintenance and repairs	Quoted on a per item or per job basis*	

### Meals

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Meal preparation	Per hour	\$117	\$138	\$165	\$193	\$275
Meal delivery	Per meal	Quoted individually*				

## INDEPENDENCE SERVICES

### Personal Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	Per hour	\$117	\$138	\$165	\$193	\$275
Assistance with the self-administration of medication	Per hour	\$117	\$138	\$165	\$193	\$275
Continence management (non-clinical)	Per hour	\$117	\$138	\$165	\$193	\$275

### Social Support and Community Engagement

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Individual social support	Per hour	\$117	\$138	\$165	\$193	\$275
Accompanied activities (up to 25km from your home)	Per hour	\$140	\$176	\$210	\$246	\$350
Accompanied activities (over 25km from your home)	Per trip	Quoted individually				
Cultural support	Per hour	\$117	\$138	\$165	\$193	\$275
Digital education and support	Per hour	\$117	\$138	\$165	\$193	\$275
Assistance to maintain personal affairs	Per hour	\$117	\$138	\$165	\$193	\$275
Expenses to maintain personal affairs	Per item	Quoted on a per item basis*				

## Respite Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Respite care - individual	Per hour	\$117	\$138	\$165	\$193	\$275
Respite care - group/community	Per hour	\$35				
Sleepover respite care in-home <sup>^</sup>	Per hour	\$70	\$70	\$70	\$70	\$70

<sup>^</sup> Must be scheduled continuous with a shift (either before or after the sleepover) and must be a minimum of 4 hours in total.

## Transport

Safe, assisted door-to-door transport with care worker and vehicle provided

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Direct transport - local (0-10kms)	Per trip	\$111	\$139	\$166	\$194	\$222
Direct transport - short (11-20kms)	Per trip	\$122	\$153	\$183	\$214	\$244
Direct transport - medium (21-30kms)	Per trip	\$132	\$165	\$198	\$231	\$264
Direct transport - extended (more than 30kms)	Per trip	Quoted individually				
Indirect transport (wheelchair assisted vehicle, taxi or rideshare service vouchers)	Per trip	Quoted individually*				

## Therapeutic Services for Independent Living

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Acupuncturist	Per hour	\$180	\$225	\$270	\$315	\$450
Chiropractor	Per hour	\$180	\$225	\$270	\$315	\$450
Diversional Therapist	Per hour	\$180	\$225	\$270	\$315	\$450
Remedial Masseuse	Per hour	\$180	\$225	\$270	\$315	\$450
Art Therapist	Per hour	\$200	\$250	\$300	\$350	\$500
Osteopath	Per hour	\$200	\$250	\$300	\$350	\$500

## Assistive Technology and Home Modifications (AT-HM)

Assistive technology and home modifications are quoted on a per item basis.

For assistive technology purchases, we charge a provider administration fee of **up to 10%**.

For home modification purchases, we charge a provider coordination fee of **up to 15%**.

## CLINICAL SUPPORTS

### Nursing Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Registered Nurse <sup>^</sup>	Per hour	\$195	\$243	\$292	\$341	\$487
Registered Nurse (telehealth)	Per hour	\$165	\$207	\$247	\$289	\$412
Enrolled Nurse	Per hour	\$180	\$226	\$270	\$316	\$450
Nursing Assistant	Per hour	\$120	\$150	\$180	\$210	\$300
Nursing care consumables	Per item	Quoted on a per item basis*				

<sup>^</sup> Telehealth available pro-rata as 15- and 30-minute service bookings.

## Allied Health and other therapeutic services

Available Mon - Fri 9am - 5pm

Service	Price unit	In-home	Telehealth/ Clinic
Allied Health Therapy Assistant	Per hour	\$180	\$150
Counsellor or Psychotherapist	Per hour	\$240	\$240
Dietitian or Nutritionist	Per hour	\$240	\$210
Exercise Physiologist	Per hour	\$240	\$210
Music Therapist	Per hour	\$240	\$210
Occupational Therapist	Per hour	\$240	\$210
Physiotherapist	Per hour	\$240	\$210
Podiatrist	Per hour	\$240	\$210
Psychologist	Per hour	\$240	\$240
Social Worker	Per hour	\$240	\$210
Speech Pathologist	Per hour	\$240	\$210
Prescribed nutrition	Per item	Quoted on a per item basis*	

### Care Management

Care management for Support at Home services is **\$130.00 per hour**

Available Mon - Fri 9am - 5pm

### Clinical, Restorative and End-Of-Life Care Management

Care management for clinical, restorative and end-of-life care services is **\$195.00 per hour**

Available Mon - Fri 9am - 5pm

**Minimum Service Charge:** All visits are based on a minimum of one hour at the applicable hourly rate, excluding medication support and telehealth. If your care or nursing service extends beyond the scheduled time, the additional time will be charged in 15-minute increments.

**Cancellation Fees:** If you need to cancel, please let us know at least 48 hours before your scheduled service. Late cancellations will incur a fee equal to the scheduled service time, unless agreed otherwise.

**Clinical Supports Services:** Allied health and other therapeutic services and nursing services may include attending case conferences, monitoring and reviewing care plans, organising referrals, or liaising with equipment suppliers to make sure your care stays coordinated.

**\*Self-Managed and Third-Party Services:** Clients may choose to arrange services directly with an external provider. Where Freewave processes payment for a Self-Managed service, the following conditions apply:

- Services must be agreed in advance and align with the client's care plan and available budget.
- The cost charged to your Support at Home budget will be the provider's invoice plus a 10% administration fee.
- The provider must meet Freewave's compliance and insurance requirements.
- Invoices must be submitted to [accounts@fwac.com.au](mailto:accounts@fwac.com.au) for payment.
- Your Care Partner will confirm all costs before services are arranged.

**Additional costs:** Any extra costs such as parking, tolls, entertainment, or other expenses incurred in providing your care are the responsibility of the client.

**2025/26**

# **Participant Handbook**

Your Guide to Home  
& Community Care  
Services



Support that's as individual  
as you are.



## Important Information

Information provided in this Guide is intended as general information only and does not take into account any person's particular situation and needs. This Guide is strictly for personal use only. Appropriate professional advice should be obtained for all financial matters. The information contained in this booklet was correct at the time of publication and is subject to change.

Revision Date: 28 November 2025. ©2025 Freewave Aged Care Pty Ltd



# Welcome to Freewave Aged Care

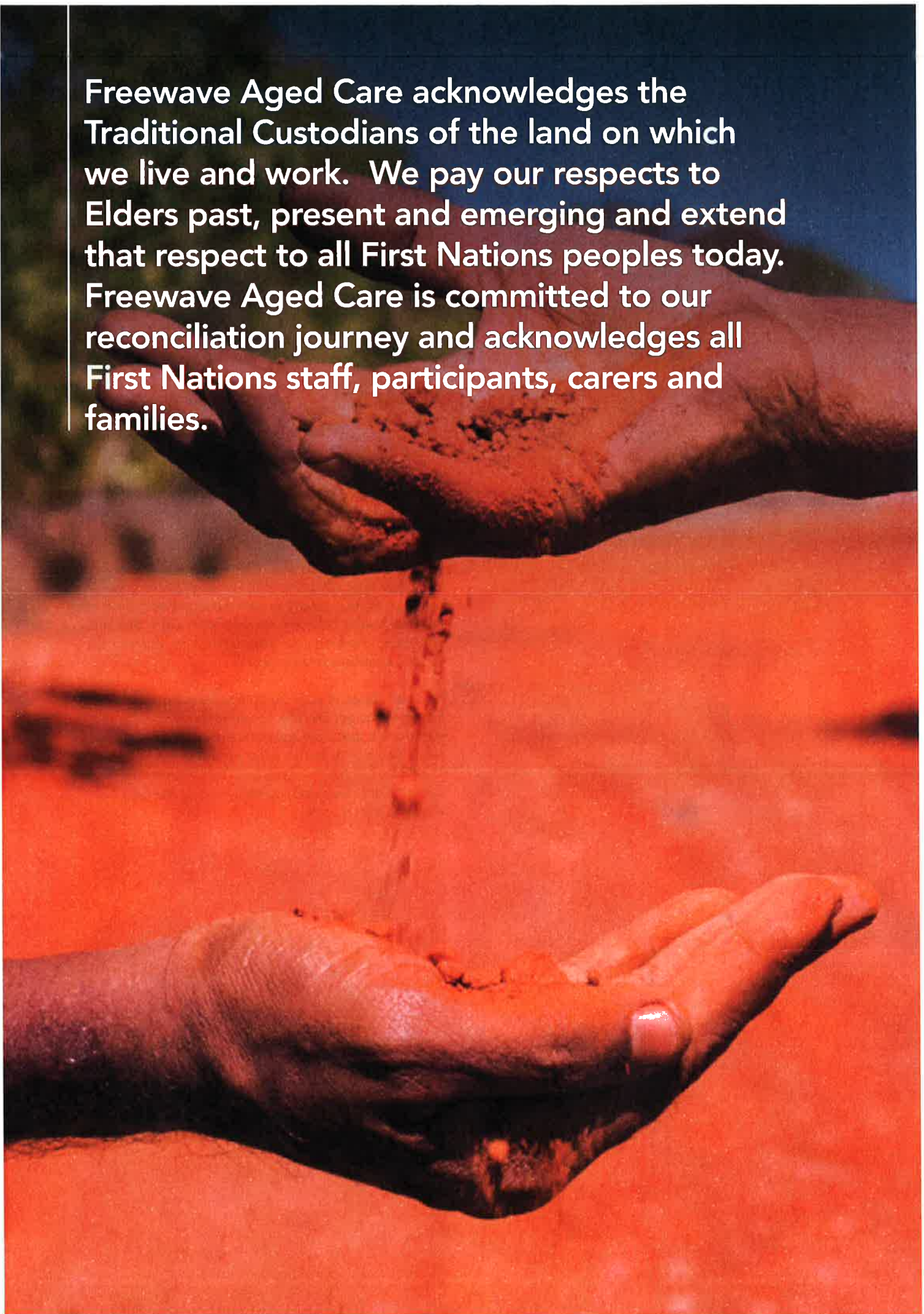
At Freewave, we know that no two people live the same life – and that's why your care shouldn't look the same as anyone else's. Our approach is simple: we provide support that's as individual as you are.

With Freewave, you have the freedom to shape your care your way. Choose what works best for you – from fully managed support to self-managed or hybrid care. Mix and match services, set your own pace, and feel confident knowing you're supported by a team that listens, adapts and truly cares.

This handbook is your guide to everything we offer – from how to get started, to understanding your choices, your rights, and how we work alongside you to make every day a little easier, safer and brighter.

Because at Freewave, you're always at the heart of what we do.

Freewave Aged Care acknowledges the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past, present and emerging and extend that respect to all First Nations peoples today. Freewave Aged Care is committed to our reconciliation journey and acknowledges all First Nations staff, participants, carers and families.



# About Freewave Aged Care

## Who We Are

Freewave Aged Care is a boutique home and community care provider built on one family's mission - to make every older Australian feel seen, supported and valued in the place they call home.

We believe great care is about more than services; it's about people, connection and trust. Our team is dedicated to helping you live well - your way - with care that adapts to your needs, respects your choices, and celebrates your individuality.

We're proud to be known for our personal touch, our consistency, and the genuine relationships we build with participants, families and carers across our community.

## Our Culture

At Freewave, care starts with our people. We choose qualified professionals who have a deep passion for supporting older Australians. Our culture is grounded in empathy, respect and integrity - and powered by a belief that kindness and professionalism go hand-in-hand.

We encourage diversity, creativity and collaboration, because we know the best ideas and outcomes come from teams who feel valued and inspired.

## Our Vision

Our vision is to be at the forefront of aged care practices world-wide and to create memorable experiences for the older Australian's we serve, to influence future generations and make a positive social difference. We will work with families and carers as partners to provide every participant with the best possible care and to have a very real influence on how they remain independent, happy and healthy - living their life, their way, in their home.

## Our Mission

Our mission is simple: to change the world, one team member at a time.

We believe that when our team members are supported and fulfilled, they deliver care that uplifts others. Happy teams create happy participants, happy families, and stronger communities. That's the Freewave difference.

We will continue to invest in the professional development of our team and fuel their passion, whether they're looking to advance their career or find new ways to thrive in their current environment; we will help them find the happiness they deserve so that the standard of our service delivery remains unparalleled and we will continue to focus on our participants, above all else, via the consistent demonstration of premium home and community care services.

Who knows, as pioneers in the aged care industry with our heart-led approach, our successful partnerships with participants, their families and carers may be a lightning rod for a groundswell of better home and community care services across Australia..

## Our Community

Every person's story is unique, and so is the care we provide. We take the time to understand you - your background, culture, family and preferences - so we can tailor support that feels right for you.

We work hand-in-hand with participants, families and carers to create a circle of care that feels connected, safe and empowering. We strive to envelop participants in the local community, ensuring they have awareness of and access to a broad network of support, both professional and social.

As valued members of the Freewave community, we make it our business to ensure our participants, families and carers never walk alone.

We're here to listen, to adapt, and to make every day a little easier, safer and brighter - because at Freewave, you're always at the heart of what we do.

# Understanding Your Care Options

## Support At Home Program

From 1 November 2025, Support at Home (SAH) replaces the Home Care Package (HCP) Program and the Short-Term Restorative Care (STRC) Program. The Commonwealth Home Support Program (CHSP) will become part of the Support at Home Program no earlier than 1 July 2027.

Support at Home helps you stay living safely and comfortably in your own home for as long as possible. It offers a wide range of support to help you continue living well, based on your aged care assessment and eligibility.

You'll have access to an approved list of services, and Freewave will work with you to choose the mix of support that best fits your needs, lifestyle and budget. The program is subsidised by the government.

Funding levels are based on individual assessed care needs, with participant contribution dependent on individual circumstances.

At its heart, Support at Home is about you - your independence, your health and your quality of life. It makes aged care simpler, more flexible and centred around what matters most to you.

## Who Can Get Support at Home

To be eligible for Support at Home you must be:

- Aged 65+ (50+ for Aboriginal and Torres Strait Islander people).
- An Australian citizen or permanent resident.
- In need of assistance to keep living at home.

## Support at Home Ongoing Classifications

Support at Home now has eight ongoing service classifications, replacing the previous four Home Care Package levels. This change means support can be better tailored to your individual needs, whether you require basic assistance or more complex in-home care.

Each classification comes with a set budget, allocated quarterly and annually, so you can access the approved services that suit your needs. Freewave will work with you to choose the right mix of services, and you can adjust them at any time.

If your care needs change, you can request a re-assessment to move to a different classification. The system is designed to make sure you get the right support at the right time, helping you stay independent, safe and living well at home.

Level	Quarterly Budget	Annual Budget	Care Guide
8	\$19,526	\$78,106	Highest level of care – palliative support, 24/7 availability, specialised equipment, nursing interventions.
7	\$14,536	\$58,147	Intensive daily care – assistance with all daily living activities, complex health conditions, dementia support.
6	\$12,028	\$48,113	Comprehensive care – nursing support (wound care, medication), continence management, allied health therapies.
5	\$9,924	\$39,697	Daily support and health coordination – hoists, transfers, transport to medical appointments, in-home safety monitoring.
4	\$7,424	\$29,696	High-frequency support – daily routines assistance, home modifications, toileting, continence care.
3	\$5,491	\$21,966	Moderate support – regular personal care, mobility aid support, meal preparation and household cleaning.
2	\$4,008	\$16,035	Light personal care – assistance with dressing, showering, medications and social activities.
1	\$2,683	\$10,732	Minimal support – light housework, meal delivery, welfare check-ins. For largely independent individuals.

\*The amounts are subject to indexation and Government amendment and are correct at time of publication.

# Understanding Your Care Options

## Support at Home Short-Term Classifications

The Support at Home program includes three short-term pathways designed to respond to specific, time-limited care needs. These pathways provide flexible funding outside your usual quarterly budget to help bridge periods of recovery, manage urgent health

changes, or provide one-off supports that make your home safer and easier to live in. Each pathway requires a clinical assessment and approval, ensuring the care you receive is appropriate, effective and tailored to your needs.

### Assistive Technology and Home Modifications (AT-HM)

Supports participants who need specific equipment or changes to their living environment to maintain safety, function and independence.

#### Assistive Technology (AT):

- Up to \$15,000 lifetime for items such as mobility aids (walkers, wheelchairs), communication devices and adaptive technologies to support daily living.
- Funding may exceed \$15,000 in rare cases after reassessment.

#### Home Modifications (HM):

- Up to \$15,000 lifetime for structural changes like ramps, grab rails, widened doorways, or bathroom alterations.
- Only for items on the approved AT-HM list, clinically justified, included in the care plan, and approved by an aged care assessor.

Lifetime cap applies; home modifications cannot exceed \$15,000.

Can be used alongside ongoing Support at Home services to address urgent or changing needs.

### Restorative Care Pathway

Designed for older people experiencing a reversible functional decline. This short-term support aims to improve or restore physical, cognitive, or psychosocial functioning through coordinated interventions.

- Up to \$12,000 over a maximum of 16 weeks.
- Services may include allied health therapy, reablement coaching, assistive supports and care co-ordination.
- Requires a goal-based plan and clinical assessment to access the pathway.
- Helps you regain independence, remain active and reduce the need for ongoing long-term care.

Can be used alone or alongside ongoing Support at Home services.

### End-of-Life Pathway

Provides time-limited intensive support for participants with a terminal prognosis of 3 months or less who wish to remain at home. This pathway focuses on comfort, dignity and supporting both the individual and their carers.

- Up to \$25,000 over a 3-month period, with up to 16 weeks to use the funds for added flexibility.
- Services may include nursing, personal care, respite, equipment hire and other services to maintain comfort and support carers.
- Have access to assistive technology through the Assistive Technology and Home Modifications (AT-HM) Scheme if needed.
- Eligibility must be confirmed by a medical practitioner or nurse practitioner using the End-of-Life Pathway Form.

This pathway is separate from ongoing Support at Home budgets - dedicated to enabling a dignified death at home, respecting individual preferences and needs.

# Understanding Your Care Options

## Support at Home Service Categories

The Support at Home Program groups in-home services into three main categories. Each service is assigned to a specific category - Clinical, Independence, or Everyday Living - to help make your support more consistent and easier to navigate.

### Clinical

#### Support for your health and medical needs

Services include:

- Nursing care
- Allied health
- Prescribed nutrition
- Continence support
- Restorative Care

### Independence

#### Help you maintain or improve your ability to do things on your own

Services include:

- Personal care
- Respite services
- Social support
- Transport services
- Therapeutic services

### Everyday Living

#### Practical support for day-to-day life at home

Services include:

- Domestic assistance
- Gardening
- Meal preparation
- Shopping
- Minor home maintenance



# Understanding Your Care Options

## Care Management

You will have access to care management, which is designed to help you get the best outcomes from your aged care services. Freewave Aged Care is responsible for delivering the Support at Home program and providing care management whenever you need it.

If you receive ongoing services, 10% of your quarterly budget is set aside with Freewave Aged Care to ensure care management is included – and this remains the same even if you choose a self-management arrangement. Your Care Partner works closely with you, your family and your healthcare team to coordinate services, monitor progress and adjust your support as your needs change. The goal is to help you stay independent, safe and supported at home, giving you confidence that your care is planned, coordinated, and personalised to you.

## Budgets and Contributions

Your Support at Home classification and approval for short-term pathways is determined during your aged care assessment. This sets your quarterly (three-monthly) budget, which you and Freewave Aged Care manage together. If you don't spend your full budget, you can carry over unspent funds of \$1,000 or 10% of your quarterly budget, whichever is greater.

Assistive Technology and Home Modifications (AT-HM) are funded separately and can be accessed over a longer period.

You only pay contributions for the services you receive. Contribution rates depend on the type of service and your income and assets, using the Age Pension means test.

Commonwealth Seniors Health Card holders (or those eligible for a CSHC) pay lower contributions than self-funded retirees. You do not pay for clinical support services, while contributions are higher for everyday living services such as domestic help or gardening.

Meal services are split, with 70% subsidised and 30% (ingredient cost) paid by you.

The Support at Home program groups in-home support into three categories, making it easier to understand how services are funded, delivered, and what you may need to contribute.

### Clinical

<b>Full Pension</b>	<b>0%</b>
<b>Part Pension</b>	<b>0%</b>
<b>Self Funded</b>	<b>0%</b>

Services include:

- Nursing care
- Allied health
- Prescribed nutrition
- Continence support
- Restorative Care

### Independence

<b>Full Pension</b>	<b>5%</b>
<b>Part Pension</b>	<b>5-50%</b>
<b>Self Funded</b>	<b>50%</b>

Services include:

- Personal care
- Respite services
- Social support
- Transport services
- Therapeutic services

### Everyday Living

<b>Full Pension</b>	<b>17.5%</b>
<b>Part Pension</b>	<b>17.5-80%</b>
<b>Self Funded</b>	<b>80%</b>

Services include:

- Domestic assistance
- Gardening
- Meal preparation
- Shopping
- Minor home maintenance

• Contributions are a guide only and may vary depending on your income and assets  
 • Lifetime cap of \$130,000 applies - once reached, no further charges apply (indexed annually)  
 • The "no worse off" principle applies if you were previously approved for a Home Care Package (HCP) or on the National Priority System as of 12 September 2024

# Support at Home Funding and Supplements

Your Support at Home funding is the total amount of money available to cover the cost of your care and associated services, plus any ongoing allocated supplements.

Once you have selected Freewave Aged Care as your provider and entered into your Service Agreement, your funding will be allocated across your care plan to ensure you receive the services and support you need.

## Government-Funded Supplements

The Australian Government provides several supplements under the Support at Home program to help deliver care for specific needs. These supplements are paid directly to Freewave Aged Care, enabling us to offer additional support where required.

## Enteral Feeding Supplement

For people who receive nutrients through a tube in their nose, stomach, or small intestine.

## Oxygen Supplement

For people with a medical need for continual oxygen therapy.

## Veterans Supplement

For veterans with a mental health condition related to their service. This supplement provides additional funding to support care delivery.

## Diverse Needs - Care Management Additional Supplement

For people with complex or specific needs, including:

- Veterans eligible for the Veterans Supplement
- Aboriginal or Torres Strait Islander people
- People who are homeless or at risk of homelessness
- People referred by the Care Finder program
- Care leavers (for example, survivors of forced adoption)

This supplement helps Freewave provide extra care management support within a quarter, if required.

## Fee Reduction Supplement

For people experiencing genuine financial hardship and unable to pay aged care contributions due to circumstances beyond their control.

## Dementia and Cognition Supplement

This supplement is no longer available under the Support at Home program. Existing recipients of discontinued supplements are protected under grandfathering arrangements, ensuring they are no worse off. If you are re-assessed into a Support at Home classification through a Support Plan Review, this supplement will no longer apply but will instead be considered when determining any increased level of funding you may receive.



# Building Your Care, Your Way

At Freewave, we help you create a care plan that fits your needs, lifestyle and funding — giving you the flexibility to build your care, your way. Together, we establish what services you need and when, ensuring your plan makes the most of your allocated funding. If your needs or circumstances change - we'll review and adjust your plan and budget so your support always meets your current requirements.

You can choose the level of involvement that suits you:

## Fully-Managed Service – Hands-Free, Peace of Mind

**Our Fully-Managed Service is the most popular choice, preferred by 98% of our participants.**

Freewave takes care of everything — coordinating your care, booking services and carers, managing invoices, and handling all administrative and financial elements. This hands-free option gives you complete peace of mind, ensuring your care is fully

organised, seamless, and stress-free. You can relax knowing everything is taken care of for you.

## Self-Managed Service – Full Control

**For participants who want full control, the Self-Managed Service lets you manage specific aspects of your care, such as choosing and coordinating your care workers.**

Freewave continues to provide care management, compliance oversight, and invoice processing, with a 10% administration fee applied to each invoice. This approach is ideal if you want to actively manage your care and potentially optimise costs, while still having the safety net of Freewave support.

## Hybrid Option – Mix and Match

**The Hybrid model offers a flexible middle ground. Freewave helps you find and schedule care workers when needed, while you also have the option to source your own.**

Our care management support ensures everything stays coordinated, allowing you to customise your support plan to suit your lifestyle, needs and preferences.

Once your funding is in place, you'll also have access to our secure participant and family app, where you can track your budget, view your services and receive clear monthly statements. Your care partner regularly reviews your service mix and provides tailored suggestions to optimise your budget, including recommendations for eligible equipment, home modifications or short-term supports.

With Freewave, you stay informed, in control and confident, knowing your Support at Home funding is being used effectively and in a way that suits your life.

### Self-Managed

Gives you full control

- You choose and coordinate your own support workers
- Gives you greater flexibility and control
- We provide care and budget management
- We ensure compliance and payment processing

Fee: 10% of total invoice

### Fully Managed

Gives you peace of mind

- For complete peace of mind
- Personalised care coordination
- Support Workers arranged for you
- Budget and payments fully managed
- We take care of everything, so you don't have to

Fee: Hourly Rate

### Hybrid

Gives you full flexibility

- A combination of self- and fully-managed
- Gives you full flexibility and the best of both worlds
- Choose which supports you manage yourself. We handle the rest

# Management of Your Budget

Your Support at Home (SAH) budget will be charged each fortnight to cover the cost of the services you receive. At Freewave, we take a transparent approach to pricing, so you will always know your remaining budget and your fortnightly fees, helping to prevent any surprises.

A care management fee, capped at 10% of your budget, covers advisory and care management services delivered by our specialised team.

This includes initial assessment, ongoing care coordination, reassessment and the regular review of your care needs. Care management also includes advice and planning, ensuring services are culturally appropriate and identifying and addressing any risks to your safety. Importantly, you are only charged for services you actually receive in each period.

For participants who choose self-managed services, a 10% administrative fee is applied to any invoices processed and paid during the period. This fee covers compliance, provider management, and invoice processing, giving you confidence that all services are correctly coordinated and recorded.

In addition to your fortnightly budget charges, you will receive a separate invoice for any participant contributions required. Contributions are only payable for services you have used and are determined based on your income and asset assessment. This ensures you are only paying for the support you actually receive.



# Your Support At Home Onboarding Pack

When you begin receiving Support at Home (SAH) services with Freewave, you will receive an Onboarding Pack containing all the essential documents and information you need to understand your care, your rights and how your services are delivered.

Your Onboarding Pack includes your signed Service Agreement (Terms of Agreement), which sets out the agreed services, your budget, and participant contributions, including service categories. It also includes your Care Plan, outlining your personal goals, strategies for achieving them and the supports and services allocated to meet your needs.

You will also receive your Statement

of Rights, so you are fully informed of your rights as a participant in aged care services. The pack includes the Code of Conduct for Freewave staff and care workers, along with the Whistleblower Policy, explaining how to make a disclosure if you have concerns about care or compliance.

The Complaints and Feedback Process is included, providing clear guidance on how to raise concerns, make complaints, or provide feedback, including contact details for external advocacy and complaints agencies.

The pack also contains this handbook, which outlines your rights, responsibilities, and expectations regarding privacy,

dignity, consultation, and supported decision-making. Information about how to request a change in your care or services if your needs change is also included in the handbook.

Please take the time to read and understand all documents in your Onboarding Pack. Your Freewave care partner is always available to provide support, answer questions, and ensure you feel confident about your care and the services provided.



# Planning Your Care

## Your Support Plan

Your Support Plan is developed by the government following an aged care assessment. It outlines your assessed needs, preferences and goals, and lists the services you are eligible to receive under the Support at Home program.

Key elements of your Support Plan include your classification level, which determines your quarterly budget; approval for short-term pathways, such as Assistive Technology and Home Modifications, Restorative Care, or End-of-Life Care; and a list of services you are eligible to access, based on the Support at Home service list.

## Your Care Plan - Freewave's Responsibility

Your Care Plan is part of your Support at Home Agreement and is developed in partnership between you and your care partner (previously known as your care manager). It explains how the services approved in your Support Plan will be delivered day-to-day.

### Your Care Plan:

- Reflects your personal goals and preferences
- Aligns with the three Support at Home service categories: Clinical Care, Independence Support, and Everyday Living Support
- Is consistent with your classification level and funding
- Is reviewed regularly or whenever your needs change

## How the Process Works

### 1. Assessment and Notice of Decision

You will be assessed through the Single Assessment System and receive a Notice of Decision that includes your classification level and Support Plan.

### 2. Care Plan Development

Freewave will work with you to create a personalised Care Plan, detailing which services will be delivered, when they will occur, and who will deliver them.

### 3. Service Delivery

Only services listed in the Support at Home service list and within your funding and classification level can be delivered and claimed.

### 4. Support Plan Review

If your needs change significantly, or you request a reassessment, your Support Plan may be reviewed to ensure your care continues to meet your needs.



# Your Care Planning Team

There are several people and services involved in planning and delivering your care and support at every stage. All play an important part, so it is important to understand who makes up your care team and the role everyone plays in your care management and reviews.

**First and foremost, there's you** – the recipient of a Government-funded program, be it the Commonwealth Home Support Program (CHSP), Support At Home (SAH) program or support provided as a Private Fee-For-Service client.

**Informal Authorised Representative (primary contact)** - Someone who you have given permission to give and receive information on your behalf. This person may be a family member, friend, carer or someone else you trust. An authorised representative can speak and act for you, but they must ensure that decisions and actions made on your behalf are in your best interest; and keep your personal My Aged Care information confidential. They must not disclose your information to any unauthorised persons.

**Formal Authorised Representative (Enduring Guardian or Power of Attorney)** - Individuals nominated and identified under an Enduring Guardianship and/or Powers of Attorney Order who can make decisions on your behalf if you become unable to act for yourself at some time in the future.

**Emergency Contact** - the person or people you nominate to be a contact in an emergency, such as a natural disaster, medical emergency or if you are not responding to a scheduled visit. They may be a family member, friend, carer or other person – normally chosen because they are close by, familiar with your routine and can respond quickly.

**Family member, carer, friend, or other person (informal support)** - those people in your life that provide care and support to help you to live safely and independently in your own home.

**Freewave care team** - known as your Approved Provider and nominated by you to manage your care and support. We partner with you to understand your care needs, plan your care and provide care in line with your care plan. If your care needs change, our friendly team will work with you to ensure you get the care you need, when you need it.

**Assessment Team** - As part of accessing aged care services, you'll meet with a member of the Single Assessment System (SAS). These assessors are trained professionals who work with you to understand your care needs, goals and preferences.

They'll guide you through a personalised assessment process using the Integrated Assessment Tool. This helps ensure you receive the right level of support – whether it's help at home, respite, or more comprehensive care services. Their aim is to make the experience as clear and supportive as possible, while connecting you to services that respect your independence and wellbeing.

\* If at any time you would like services over and above your Support At Home budget, please speak with your Care Partner about self-funded services.

# Important Information

## Supported Decision Making

Supported Decision Making recognises your right to be involved in decisions about your care, even if you need help to understand your options or communicate your preferences. Freewave will work with you, your family, carers and authorised representatives to provide information in a way that suits you - such as using plain language, breaking information into smaller steps, or allowing extra time for discussion. You will be supported to explore your choices, ask questions and express what matters most to you. Supported Decision Making ensures that decisions are based on your wishes and goals, not the preferences of others, and that your independence and dignity remain at the centre of your care. If you choose, your representatives can be included in discussions to help you make informed decisions that feel right for you.

## Consumer Dignity of Risk

We encourage you to maintain your independence by actively participating in the development of your care plan. While safety is always an important consideration, we acknowledge that you have the right to make informed decisions around your care choices, including those that may involve an element of risk, such as activities you wish to participate in, or declining supports and recommendations to keep you safe and well.

At every level, we will work with you to balance our duty of care and your right to make choices that take reasonable risks. This is known as 'dignity of risk'. Should we consider that your decision entails an element of risk, your choice will be respected and documented in your care plan, which is signed off by you and/or your authorised representative.

In line with our legal responsibility and duty of care to ensure your health and wellbeing, if there is a medical concern about your choice of care and your decision-making capacity, this will be discussed with you, your authorised representative, your doctor and care staff. On occasion, it may be necessary to apply to the Public Trustee and Guardian to provide you with additional support.

Freewave remains responsible for the compliance and quality of all care and services provided under a program of care. As an approved Aged Care Provider, we are required by our duty of care to call an ambulance if a participant is in any of the following situations: fall, unable to get up, unresponsive, medical emergency.

Where an Advanced Care Directive or Ambulance plan is in place, emergency services will be informed.

## Aged Care Quality Standards

The Strengthened Aged Care Quality Standards focus on outcomes for participants and reflect the level of care and services the community can expect from organisations that provide aged care services, such as Freewave.

They comprise 7 individual Standards:

1. The Individual
2. The Organisation
3. The Care and Services
4. The Environment
5. Clinical Care
6. Food and Nutrition
7. The Residential Community



# Important Information

The Standards provide a framework of core requirements for quality and safety. Freewave constantly reviews policy and procedure, and monitors and evaluates our team, our services and client satisfaction, striving to provide a higher quality of care and services for clients.

For more information, visit [agedcarequality.gov.au/consumers/standards/resources](https://agedcarequality.gov.au/consumers/standards/resources) or ask our friendly team for more information.

## Health and safety

Ensuring your home is a safe environment benefits everyone. A safe environment means that you, our team and emergency services, such as paramedics, have clear and uncluttered access to your home where they will be working.

A risk assessment of your home will be undertaken at commencement of service, annually, and as a result of feedback from you or a member of our team where a safety issue is identified. We will work with you and discuss the issues to ensure hazards and risks within the home are addressed, including who is responsible to act upon them.

## Falls prevention

With ageing, there is an increased risk of falling. We will work to assist you with mobility in your home and community. We can provide a range of active falls-prevention strategies to support you and minimise the risk of falling and injury should a fall occur.

## Covid-19 infection control

The safety of our clients and our team is a high priority. All Freewave employees are vaccinated against COVID-19 in line with government requirements and follow all applicable public health orders relating to the use of personal protective equipment (PPE) and hand washing/sanitising.

The risk of serious illness due to COVID-19 increases with age and for those with other serious health conditions. Government health authorities recommend that all vulnerable groups are up to date with COVID-19 and influenza vaccinations.

At each home visit, our team will undertake a pre-screen to ascertain how the service will progress. We ask that you provide us with any information we reasonably require about your immunisation history, and notify us immediately if you are feeling unwell, including if you have, or display any symptoms of, COVID-19 or other infection, such as a cough, sore throat, runny nose or shortness of breath.

Notifying us will assist us in implementing additional precautions for our team when entering your home, while continuing to provide your regular or additional in-home services should you contract COVID-19.

**For more information, visit [agedcarequality.gov.au/consumers/standards/resources](https://agedcarequality.gov.au/consumers/standards/resources) or ask our friendly team for more information.**

# Legal Matters

It is good planning for all of us to have someone who can make decisions on our behalf should we become unable to act for ourselves at some point in the future. If you have not thought about this before, it is something you should plan to put in place. Providing us with a copy of your current Power of Attorney or Appointment of Enduring Guardian, or other legal document allows us to speak openly with, and take direction from, the right person.

## Enduring Guardianship

A Guardianship appointment gives a nominated person the ability to make decisions about another person's lifestyle or other personal matters, such as where they live, what services they receive and what medical or associated health treatment they are given.

## Power of Attorney

A Power of Attorney (POA) enables another person to manage your legal matters and finances, and to sign documents on your behalf. We suggest you speak to your legal advisor about what is best suited to you.

## Advance Care Directive

Having an Advance Care Directive is a record of your wishes that informs people in advance what health treatments you would choose, or refuse, if you become unable to make such decisions. This could be due to incapacity following a serious illness or injury. In a crisis, your family may find it difficult to decide on the best treatment for you. Having an Advanced Care Directive will help your family and doctors know what you would want if you are unable to tell them yourself and they need to make decisions for you.

### **An Advance Care Directive:**

- can only be made by adults who have the capacity to make such decisions
- is separate from, but a complement to, an Enduring Guardianship appointment
- includes details of what is important to you, such as your values, life goals and preferred outcomes
- outlines the treatments and care you would like or would refuse if you are in the later stages of a terminal illness

## Open Disclosure

Open Disclosure is an integral part of incident management in Freewave and a key element of the early response and investigation of participant incidents to ensure your satisfaction in service delivery.

Open Disclosure is an open, honest and respectful practice of communicating with you when things go wrong, addressing any immediate needs or concerns, and providing support, apologising, and explaining the steps taken to prevent the issue from happening again.

Open Disclosure may also involve your family, carer, and other support people and/or representative when you would like them to be involved.

The principles of Open Disclosure include:

**Dignity and respect** – the right to be listened to and understood, and to have the support of an advocate if desired

**Privacy and confidentiality** – the right to personal privacy and to have personal information protected.

**Transparency** – the right to be informed clearly about care and services, the right to direct one's own care, and the right to access information about participant rights, care and services

**Continuous quality improvement** – the right to receive safe and high-quality care and services

## Safeguarding

Freewave recognises that older persons who engage with us may be particularly vulnerable due to factors such as their age, developmental capacity, mobility, health challenges, prior trauma, social isolation, or other reasons. Every member of our team is subject to a criminal record check.

## Monitoring

It is against policy for anyone to carry out any type of surveillance (including audio and video surveillance) of our team members (including staff or our subcontractors) without obtaining our prior written consent.

## Valuable Items

Now and again, participants misplace items. For your peace of mind and ours, before a visit from one of our team, we recommend participants and carers secure valuables including cash and bank cards, ensure electronic devices such as mobile phones or tablets are locked, and consider placing valuable items in a locked cupboard or safe.

# Understanding Your Monthly Invoices & Statements

As a Support at Home or Fee-For-Service participant, Freewave is required to provide you with a fortnightly invoice and/or statement that itemises goods and services delivered, along with all fees and charges in line with the participant agreement and fee schedule as signed and agreed by you.

Freewave will make every effort to reconcile service changes, participant payments and adjustments, with the invoice sent out by the middle of the following fortnight. Due to extra requirements placed on providers from the Improved Payment Arrangements, Freewave will issue the Support at Home Statement by the 3rd week of the month following the statement period. Should there be any delay, Freewave will endeavour to communicate the delay and, on request, will be able to provide a copy by email.

**Fee-For-Service** invoices are relatively straightforward.

**Support at Home** invoice/statements are a little more complicated and will include:

- what the Government has paid into your individualised package budget
- the Support at Home fees you have agreed with your provider
- a detailed list of the care and services that have been provided under your Support at Home Package for that month
- the price for each care and service item
- any unspent funds held by your provider

Any unspent funds from your ongoing services will carry over from month to month. At the end of each quarter, up to \$1000 will be carried over into the next quarter. If your unspent amount is less than \$1000 but greater than 10% of your quarterly budget (including supplements), the full remaining balance will carry over.

**For assistance with understanding your invoices and statements, you can contact our friendly team on 1800-271-002.**

# Cancelling or Suspending Your Support at Home Services

You can take a break from receiving your Support at Home services. When suspended for more than a day, this is called Leave.

In all instances, you are required to inform Freewave that you are taking leave, including the start date, duration of leave and return to service date, beforehand or as soon as practicable, by calling 1800-271-002.

Our team can assist you to manage your service and will action and document your requested change.

Examples of cancellation and leave include:

- One-off cancellation – such as for an appointment at the normal scheduled time of service, if you are unwell or do not wish for services that day
- Suspension, known as Leave, from Support at Home
- For a hospital stay, your services are placed on hold, as the discharge date from hospital is unknown. Services can be reactivated quickly upon notification of discharge from hospital
- For transition care (following a hospital stay), services are cancelled for the duration of the transitional care agreement
- To receive residential respite care, home care services are cancelled for the duration of residential respite
- Other reasons (program suspended for example, for social leave for a holiday with family).

Services are cancelled for the duration of leave.

As a funded service, we:

- Are not able to deliver services during the period you have taken leave
- When informed by you, restart your services when you return from leave
- Inform you of any changes to your Support at Home fees and the costs charged to you

## **Impact of leave on fees and charges you may pay**

Where a service cancellation has taken place without 48 hours' notice, a service cancellation fee may be charged as per your Service Agreement. If you are unsure, please discuss with a member of our team.

## **Fees while on leave from Support at Home**

You may be required to pay ongoing fees while you are on leave from Support at Home. Cancellation fees will also apply, depending on the notice provided.

**Culturally sensitive support  
for social connection and  
participation**



# Feedback, Complaints & Advocacy

## Feedback and complaints

Freewave acknowledges that feedback and complaints provide a valuable source of insight into the care and services we provide. Feedback, including compliments and complaints, is considered important information that assists us to review and improve the quality of care and services we provide across the organisation.

Freewave is committed to:

- providing access to advocates, language services and other methods for providing feedback, raising and resolving complaints
- ensuring that our participants and their family, friends and carers are aware of the feedback and complaints process, and are supported in making a complaint or providing feedback when they need to
- assisting in accessing external, alternative complaints-handling options
- taking appropriate action in response to a complaint and, when things go wrong, ensuring that an apology is made and a factual explanation, potential consequences and steps to prevent it happening again are clearly communicated
- protecting the identity of any person who provides anonymous or confidential feedback or complaints

**If you have any feedback or wish to make a complaint, you can let us know by:**

- **Calling our team on 1800-271-002**
- **Completing a Feedback and Complaints Form, available on our website or from a member of our team**
- **Writing to the General Manager, Freewave Aged Care, 52 Montgomery Street, Kogarah, 2217 NSW**

Feedback and complaints also include occasions of elder abuse. Freewave has zero tolerance for elder abuse. Our team are trained to identify and respond to the abuse of an older person. Our policies and procedures provide a framework for staff and volunteers, where the abuse of an older person may be suspected, witnessed or disclosed.

If you raise a complaint, please be assured that we take your need for confidentiality in these matters very seriously and promise to investigate and respond to all feedback and/or complaints promptly and sensitively.

## Whistleblower Protections

Freewave is committed to maintaining a safe, transparent and accountable environment for all participants, families and staff. You have the right to raise concerns about the quality or safety of care, misconduct or any breach of obligations without fear of reprisal. A whistleblower disclosure may be made confidentially or anonymously, and Freewave is legally required to protect anyone who speaks up in good faith from retaliation, disadvantage or discrimination. If you have a concern, you can report it to Freewave directly, or to the Aged Care Quality and Safety Commission. All disclosures are reviewed promptly and handled with respect, privacy and fairness. Your safety, wellbeing and confidence in your care is our priority.

**If you raise a complaint, please be assured that we take your need for confidentiality in these matters very seriously and promise to investigate and respond to all feedback and/or complaints promptly and sensitively.**

# External Complaints Bodies

## Aged Care Quality and Safety Commission

GPO Box 9819  
IN YOUR CAPITAL CITY  
Email: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)  
Phone: 1800-951-822  
Website: [agedcarequality.gov.au](http://agedcarequality.gov.au)

## NSW Elder Abuse Helpline and Resource Unity (EAHRU)

Level 6, 93 George Street  
Parramatta, NSW 2150  
Email: [nswadc@adc.nsw.gov.au](mailto:nswadc@adc.nsw.gov.au)  
Helpline: 1800-628-221  
(Mon to Fri 8:30am to 5pm)  
Website: [ageingdisabilitycommission.nsw.gov.au](http://ageingdisabilitycommission.nsw.gov.au)

## Advocacy

If you would like to speak to an independent adviser about your concerns, community advocacy services may be able to help you. Advocacy services are free, confidential and independent.

## NACAP – National Aged Care Advocacy Program

provides free and confidential advocacy support to older people and their carers. It also helps Aged Care service providers to understand their responsibilities and the consumer rights of the people they care for.  
Email: [agedcareadvocacy@health.gov.au](mailto:agedcareadvocacy@health.gov.au)

## OPAN – Older Persons Advocacy Network

provides free and confidential assistance with advocacy, information and education relating to government-funded services.  
Email: [enquiries@opan.com.au](mailto:enquiries@opan.com.au)  
Phone: 1800-700-600

## New South Wales Seniors Rights Service

Level 4, 418A Elizabeth Street  
Surry Hills, NSW 2010  
Phone: (02) 9281-3600 or  
1800-424-079  
Email option available via the website: [seniorsrightsservice.org.au/contact-us/](http://seniorsrightsservice.org.au/contact-us/)  
Website: [seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)

## Specialist Communication Services

**National Relay Service** If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service (NRS) can help you.

TTY (Teletype or text telephone): 133 677  
Voice Relay: 1300-555-727  
SMS Relay: 0423-677-767

## Translating and Interpreting Services (TIS)

If you require translating or interpreter services, you can contact Translating and Interpreting Services. TIS provides immediate phone interpreting (24 hours, every day of the year)  
Phone: 131-450 (within Australia)  
Phone: +613-9268-8332 (outside Australia)

# Appendix: Support at Home Service List

Participant contribution category	Service type	Services	In scope	Out of scope
<b>Clinical supports</b> Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.	Nursing care	<ul style="list-style-type: none"> <li>Registered nurse</li> <li>Enrolled nurse</li> <li>Nursing assistant</li> <li>Nursing care consumables</li> <li>Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants.</li> </ul>	<ul style="list-style-type: none"> <li>Community based nursing care to meet clinical care needs such as:               <ul style="list-style-type: none"> <li>assessing, treating and monitoring clinical conditions</li> <li>administration of medications</li> <li>wound care, continence management (clinical) and management of skin integrity</li> <li>education</li> <li>specialist service linkage</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>services more appropriately funded through other systems (e.g., health or specialist palliative care)</li> </ul> </li> </ul>
	Allied health and other therapeutic services	<ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander health practitioner</li> <li>Aboriginal and Torres Strait Islander health worker</li> <li>Allied health therapy assistant</li> <li>Counsellor or psychotherapist</li> <li>Dietitian or nutritionist</li> <li>Exercise physiologist</li> <li>Music therapist</li> <li>Occupational therapist</li> <li>Physiotherapist</li> <li>Podiatrist</li> <li>Psychologist</li> <li>Social worker</li> <li>Speech pathologist</li> </ul>	<ul style="list-style-type: none"> <li>Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home.</li> <li>Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity.</li> <li>Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.</li> <li>Interventions can be provided:               <ul style="list-style-type: none"> <li>in person or via telehealth</li> <li>individually or in a group-based format (e.g. clinically supervised group exercise classes).</li> </ul> </li> <li>A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so.</li> <li>Prescribing and follow-up support for Assistive Technology and Home Modifications.</li> </ul>	<ul style="list-style-type: none"> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan, Mental Health Plan)</li> <li>services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care)</li> <li>management of conditions unrelated to age/disability related decline (e.g., acute mental health)</li> </ul> </li> </ul>
	Nutrition	<ul style="list-style-type: none"> <li>Prescribed nutrition</li> </ul> Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.	<ul style="list-style-type: none"> <li>Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.</li> </ul>	<ul style="list-style-type: none"> <li>General expenses:               <ul style="list-style-type: none"> <li>Products that are not prescribed for age related needs (e.g., weight loss)</li> </ul> </li> </ul>
	Care management	<ul style="list-style-type: none"> <li>Home support care management</li> </ul>	<ul style="list-style-type: none"> <li>Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination; monitoring, review and evaluation; advocacy; and support and education).</li> </ul>	<ul style="list-style-type: none"> <li>Administrative costs funded through prices on services.</li> </ul>

# Appendix: Support at Home Service List

Participant contribution category	Service type	Services	In scope	Out of scope
			<ul style="list-style-type: none"> <li>Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.</li> </ul>	
	Restorative care management	<ul style="list-style-type: none"> <li>Home support restorative care management</li> </ul>	<ul style="list-style-type: none"> <li>Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway.</li> <li>Care partners will hold clinical qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>Administrative costs funded through prices on services.</li> </ul>
<b>Independence</b> Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.	Personal care	<ul style="list-style-type: none"> <li>Assistance with self-care and activities of daily living</li> <li>Assistance with the self-administration of medication</li> <li>Continence management (non-clinical)</li> </ul>	<ul style="list-style-type: none"> <li>Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene).</li> <li>Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs).</li> <li>Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids)</li> </ul>	<ul style="list-style-type: none"> <li>General expenses:               <ul style="list-style-type: none"> <li>professional services that would usually be paid for (e.g., waxing, hairdressing).</li> </ul> </li> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>services more appropriately funded through the health system (e.g., pharmaceuticals, dose administration aids).</li> </ul> </li> </ul>
	Social support and community engagement	<ul style="list-style-type: none"> <li>Group social support</li> <li>Individual social support</li> <li>Accompanied activities</li> <li>Cultural support</li> <li>Digital education and support</li> <li>Assistance to maintain personal affairs</li> <li>Expenses to maintain personal affairs</li> </ul>	<ul style="list-style-type: none"> <li>Services that support a person's need for social connection and participation in community life. Support may include:               <ul style="list-style-type: none"> <li>service and activity identification and linkage</li> <li>assistance to participate in social interactions (in-person or online)</li> <li>visiting services, telephone and web-based check-in services</li> <li>accompanied activities (e.g., support to attend appointments)</li> </ul> </li> <li>Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, transgender and/or intersex people. Support may include:               <ul style="list-style-type: none"> <li>assistance to access translating and interpreting services and translation of information into the older person's chosen language</li> <li>referral pathways to advocacy or community organisations</li> <li>assistance in attending cultural and community events.</li> </ul> </li> <li>Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g., paying bills online, accessing telehealth)</li> </ul>	<ul style="list-style-type: none"> <li>General expenses:               <ul style="list-style-type: none"> <li>costs to participate in an activity (e.g., tickets, accommodation, membership fees.)</li> <li>the purchase of smart devices for the purpose of online engagement</li> <li>service fees (e.g., funeral plans, accountant fees).</li> </ul> </li> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.</li> </ul> </li> </ul>

# Appendix: Support at Home Service List

Participant contribution category	Service type	Services	In scope	Out of scope
			<p>services, connecting with digital social programs).</p> <ul style="list-style-type: none"> <li>Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services</li> </ul>	
	Therapeutic services for independent living	<ul style="list-style-type: none"> <li>Acupuncturist</li> <li>Chiropractor</li> <li>Diversional therapist</li> <li>Remedial masseuse</li> <li>Art therapist</li> <li>Osteopath</li> </ul>	<ul style="list-style-type: none"> <li>Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home.</li> <li>Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.</li> <li>Interventions can be provided:               <ul style="list-style-type: none"> <li>in-person or via telehealth</li> <li>individually or in a group-based format (e.g., diversional therapist led recreation program).</li> </ul> </li> <li>A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so.</li> <li>Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline.</li> <li>Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation.</li> </ul>	<ul style="list-style-type: none"> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan)</li> <li>services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care)</li> <li>management of conditions unrelated to age/disability related decline (e.g., acute mental health)</li> <li>services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception).</li> </ul> </li> <li>General expenses:               <ul style="list-style-type: none"> <li>massage for relaxation</li> <li>costs to participate in recreation programs (e.g., tickets, accommodation, membership fees, supplies to participate like craft materials).</li> </ul> </li> </ul>
	Respite	<ul style="list-style-type: none"> <li>Respite care</li> </ul>	<ul style="list-style-type: none"> <li>Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community.</li> </ul>	<ul style="list-style-type: none"> <li>Subsidised through other programs:               <ul style="list-style-type: none"> <li>residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).</li> </ul> </li> </ul>
Transport	<ul style="list-style-type: none"> <li>Direct transport (driver and car provided)</li> <li>Indirect transport (taxi or rideshare service vouchers)</li> </ul>	<ul style="list-style-type: none"> <li>Group and individual transport assistance to connect an older person with their usual activities.</li> </ul>	<ul style="list-style-type: none"> <li>General expenses:               <ul style="list-style-type: none"> <li>purchase of an individual's car and an individual's vehicle running costs</li> <li>licence costs</li> <li>professional transit services (e.g., public transport, flight, ferry)</li> </ul> </li> </ul>	

# Appendix: Support at Home Service List

Participant contribution category	Service type	Services	In scope	Out of scope	
				<ul style="list-style-type: none"> <li>○ claiming transport costs where state-based or local government travel assistance programs are available</li> <li>○ travel for holidays.</li> </ul>	
	Assistive technology and home modifications	<ul style="list-style-type: none"> <li>• Assistive technology</li> <li>• Home modifications</li> </ul>	<ul style="list-style-type: none"> <li>• Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.</li> </ul>		
<b>Everyday living</b> Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.	Domestic assistance	<ul style="list-style-type: none"> <li>• General house cleaning</li> <li>• Laundry services</li> <li>• Shopping assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Essential light cleaning (e.g., mopping, vacuuming, washing dishes).</li> <li>• Launder and iron clothing.</li> <li>• Accompanied or unaccompanied shopping.</li> </ul>	<ul style="list-style-type: none"> <li>• General expenses:               <ul style="list-style-type: none"> <li>○ professional cleaning services that would usually be paid for (e.g., pest control, carpet cleaning, dry cleaning)</li> <li>○ pet care</li> <li>○ cost of groceries and other purchased items.</li> </ul> </li> </ul>	
	Home maintenance and repairs	<ul style="list-style-type: none"> <li>• Gardening</li> <li>• Assistance with home maintenance and repairs</li> <li>• Expenses for home maintenance and repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access).</li> <li>• Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle).</li> </ul>	<ul style="list-style-type: none"> <li>• General expenses:               <ul style="list-style-type: none"> <li>○ professional gardening services that would usually be paid for such (e.g., tree removal, landscaping, farm or water feature maintenance).</li> <li>○ gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost).</li> <li>○ professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair)</li> <li>○ services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance)</li> </ul> </li> </ul>	
					<ul style="list-style-type: none"> <li>○ professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair)</li> <li>○ services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance)</li> </ul>
	Meals	<ul style="list-style-type: none"> <li>• Meal preparation</li> <li>• Meal delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Support to prepare meals in the home.</li> <li>• Pre-prepared meals.</li> </ul>	<ul style="list-style-type: none"> <li>• General expenses:               <ul style="list-style-type: none"> <li>○ cost of ingredients</li> <li>○ takeaway food delivery</li> <li>○ meal delivery for other members of the household.</li> </ul> </li> </ul>	



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