

# Lyft Community

NDIS Provider 4-IM9NHFZ

A PLAIN-ENGLISH GUIDE

# Support at Home, *explained simply.*

A short guide for families thinking about aged care at home —  
written without the jargon.

## WELCOME

# This guide is for families.

Aged care is one of those subjects that seems to live in its own language. New acronyms. New phone numbers. New decisions, often made under pressure. This short guide is for families who are trying to make sense of it — either for the first time, or because something has shifted.

It's not a policy document. It's a plain-English summary of the things we wish every family knew before they started. If you've got questions that aren't answered here, call us on 0418 828 518. We won't sell you anything. We'll just help you figure out what your next step is.

### IN SHORT

From 1 July 2025, Support at Home replaces Home Care Packages. If your parent already has a Home Care Package, they move across automatically and keep their support. If they don't, Support at Home is likely the program they'll use.

## What is the Support at Home program?

Support at Home is the Australian Government's new in-home aged care program. It starts on 1 July 2025 and replaces Home Care Packages (plus a couple of smaller programs).

The idea behind it is simple: make it faster to start, and easier to use. Instead of waiting months for a package to be approved, eligible people are assessed once, assigned a level of funding that matches their actual needs, and can begin receiving support far sooner than they used to.

Families also have more say in how the funding is used. Providers like us have a bit more room to design care that fits the person, rather than fitting the person to the paperwork.

### Why it's happening

The Royal Commission into Aged Care Quality and Safety recommended a more flexible, person-centred system. Support at Home is the Government's response. It's the biggest structural change to in-home aged care in a generation — and it's been designed with families who want to stay at home in mind.

## Is this for your family?

Support at Home is for older Australians who want to stay living at home rather than move into residential care. Your family member is likely eligible if they:

- Are aged 65 or older — or 50+ if they're Aboriginal or Torres Strait Islander.
- Are finding some daily tasks harder than they used to be — shopping, cooking, showering, keeping on top of the house.
- Would benefit from some support to keep living at home safely and comfortably.
- Are an Australian citizen or permanent resident.

You don't need to wait until there's a crisis. In fact, getting registered with My Aged Care before you really need the support is one of the most useful things a family can do — it means you're ready when you are, rather than scrambling.

### TELL-TALE SIGNS

Some of the quieter signs that a bit of support would help: a fridge with less food in it than usual, washing that's piling up, medication that's being skipped, phone calls that are getting shorter. These aren't emergencies, but they're worth paying attention to.

## What's actually changing?

If you've navigated the aged care system before, here's what's different about Support at Home.

### **Faster access**

Home Care Packages often involved long waiting lists. Support at Home is designed to get people receiving care much sooner, with simpler assessment processes.

### **Clearer funding levels**

Instead of four Home Care Package levels, Support at Home uses eight classifications. That means the funding assigned can be better matched to the actual support someone needs — more granular, less one-size-fits-all.

### **More flexibility**

Funding can be used across a wider range of services — domestic help, personal care, allied health, home modifications, even equipment — without as many of the old restrictions.

### **Better short-term support**

A new Restorative Care pathway helps people recover after a hospital stay or health setback, with intensive short-term support to get them back on their feet.

### **End-of-life care**

There's also a dedicated pathway for people in the final stages of life, with more support available at home — which is where most people, when asked, say they'd like to be.

## Already on a Home Care Package?

You don't need to do anything dramatic. Existing Home Care Package recipients transition into Support at Home automatically, and the Government has built protections into the change so no one is worse off during the transition. If your parent has a package now, they keep their support.

That said, it's worth having a fresh look at what the package is being used for. Support at Home offers more flexibility, and there might be things you can use the funding for now that weren't possible before. Your provider should be able to walk you through that.

### WORTH ASKING

The transition is a natural moment to review: is the mix of support still right? Is there anything that would make a bigger difference now than it did a year ago? Good providers welcome this conversation.

## Four steps your family can take now.

### 1. Start the My Aged Care process

Even if you don't need support urgently, getting registered and assessed means you're ready when you do. It's free, it doesn't commit you to anything, and it saves weeks of paperwork if something changes suddenly. Start at [myagedcare.gov.au](https://myagedcare.gov.au) or call 1800 200 422.

### 2. Talk as a family

What matters most about staying at home? What would good support actually look like, day to day? What has Mum or Dad told you they'd want, if they could choose? These conversations are a lot easier before a crisis than during one. Write down what you hear.

### 3. Choose a provider you trust

You'll work with your aged care provider closely, often over years. Character and consistency matter more than checklists. When you're comparing providers, notice: do they listen more than they pitch? Do they answer questions plainly? Do they talk about your parent as a person, or as a care plan?

### 4. Ask the right questions

The questions below separate great providers from the rest. Great providers welcome them.

- Will we have the same support worker each time — or different people?
- How quickly can we adjust hours if needs change?
- Who do I actually call if something's wrong — a person, or an inbox?
- How do you support your own team? (This predicts consistency.)
- What happens if we want to change the plan, or stop?

## HOW WE CAN HELP

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# What Lyft Community does.

We're a registered aged care and NDIS provider across Melbourne and the Mornington Peninsula. We're ready for the Support at Home program from day one, and we'll help your family navigate My Aged Care, understand your funding, and start support at a pace that feels calm — not rushed.

The short version of how we work: we build small, consistent support teams around each person. Same faces, same routines, week after week. We prioritise relationships over rosters, and presence over process. We believe care should feel like something, not just happen to someone.

## If you'd like to talk

A 15-minute phone call is the easiest first step. No pressure, no hard sell, no commitment — just a chance to hear where your family is at, and see if we're the right fit.

### HOW TO REACH US

Phone: 0418 828 518 (Mon–Fri, 8am–6pm)

Email: [hello@lyftcommunity.com.au](mailto:hello@lyftcommunity.com.au)

Web: [lyftcommunity.com.au](http://lyftcommunity.com.au)

## **USEFUL CONTACTS**

# **Phone numbers worth keeping.**

### **My Aged Care**

The Government's entry point for aged care support. Start here to get assessed.

Phone: 1800 200 422 · Web: [myagedcare.gov.au](http://myagedcare.gov.au)

### **Lyft Community**

Aged care and NDIS support across Melbourne and the Mornington Peninsula.

Phone: 0418 828 518 · Email: [hello@lyftcommunity.com.au](mailto:hello@lyftcommunity.com.au)

### **Aged Care Quality and Safety Commission**

The independent body that handles aged care complaints. You can also call them for guidance before raising a formal concern.

Phone: 1800 951 822 · Web: [agedcarequality.gov.au](http://agedcarequality.gov.au)

### **Older Persons Advocacy Network (OPAN)**

Free, independent advocacy for older Australians navigating aged care.

Phone: 1800 700 600 · Web: [opan.org.au](http://opan.org.au)

### **Dementia Australia**

Support, information and counselling for people living with dementia and their families.

Phone: 1800 100 500 · Web: [dementia.org.au](http://dementia.org.au)

#### **A CLOSING NOTE**

Aged care decisions rarely happen in one clean moment. They unfold over months, sometimes years. This guide is a starting point — please treat it as the beginning of a conversation, not the last word. We're here when you're ready.