



# CuraOne

CARE • SUPPORT • COMMUNITY

— Compassionate care. Better everyday.

# Your Guide to Support at Home

Practical information about funding classifications,  
services and your next steps.



A more  
independent  
tomorrow



Support  
that fits  
your life



Stronger  
communities  
together



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# What is Support at Home?

Support at Home is designed to help eligible older Australians stay independent, safe and connected while living at home. Support is based on assessed needs, approved funding and suitable provider arrangements.

1



## Contact My Aged Care

Start by making an enquiry and discussing your situation.

2



## Assessment

An aged care assessment helps identify your support needs.

3



## Classification & support plan

Your approved classification and care plan help determine available funding and services.

4



## Arrange services

Approved services can then be organised based on your needs and arrangements.



**Important:** CuraOne does not conduct the official government assessment and does not decide eligibility, classifications or government funding.



CuraOne can still help you understand the process and discuss suitable next steps.



# Understanding your Support at Home funding

Support at Home uses funding classifications to help match support to a person's assessed needs. Your approved classification, support plan and provider arrangements help determine the services that may be available.



**8**

Funding  
classifications



**3**

Broad service  
categories



**Quarterly**

Individual  
budgets

## How it works

**1**



Assessment



**2**



Classification



**3**



Budget



**4**



Support plan



**5**



Services



Higher classifications generally support higher levels of assistance, but funding and services depend on the person's assessment, approved plan and current program rules.



CuraOne can help explain what your classification may mean, but CuraOne does not decide classifications or government funding.



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# Support at Home classifications at a glance

These are simple examples only, Your approved care plan, assessment and funding arrangements determine the services that may be available to you.

1

## **Classification 1** **Lighter support needs**

May include basic household assistance and occasional personal support depending on the approved care plan.

2

## **Classification 2** **Moderate everyday support**

May support more regular help with daily living and some health-related needs where approved.

3

## **Classification 3** **Regular support needs**

May include more regular personal care, mobility support and community assistance where approved.

4

## **Classification 4** **Consistent support needs**

May support more frequent personal care, equipment or assistance to maintain independence.

5

## **Classification 5** **Higher support needs**

May support more frequent assistance, therapy and other approved care services.

6

## **Classification 6** **Significant ongoing support**

May include ongoing care, nursing and home-safety related support where approved.

7

## **Classification 7** **Complex support needs**

May involve several service types and regular clinical input where assessed and approved.

8

## **Classification 8** **Very high support needs**

May support extensive care, mobility assistance and more frequent clinical oversight where approved.



Government funding amounts and program settings may change over time. Actual funding, contributions and approved services depend on the person's assessment, classification, support plan and current program rules.

# What types of support may be included?

Support at Home services fall into three broad categories.



## Clinical Services

Nursing, physiotherapy, occupational therapy and other approved clinical or allied health services.



## Independence Services

Personal care, social support, transport, community participation, mobility assistance and suitable support to maintain independence.



## Everyday Living Services

Cleaning, gardening, meal support, shopping and other approved everyday assistance.



## CuraOne services may include



Domestic support



Companionship



Transport



Personal support



Gardening



Nursing



Allied health



**Important:** Available services depend on the person's approved support plan, funding, assessment, suitability and provider arrangements.



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# How CuraOne can help

CuraOne can provide general guidance, help you understand your options and discuss suitable next steps for support at home.



## Already approved?

Tell us about your approval, provider arrangements and the support you are looking for.

**I'm Already Approved >**



## Need help getting started?

We can provide general guidance about My Aged Care and the assessment pathway.

**I Need Help Getting Started >**



## Thinking of switching?

Talk to us about your current arrangements and what you would like to change.

**Talk to CuraOne >**



## Family or representative helping?

With the client's consent, family members or representatives can be involved in discussions.

**Request a Call >**



Support at Home services may be considered through an approved-provider arrangement where authorised, suitable and available.



# Important things to know



Services are subject to assessment, suitability and availability.



Provider authorisation and available funding may apply.



Clinical and allied health services are delivered or arranged through appropriately qualified professionals where available.



CuraOne does not guarantee funding, eligibility or service availability.



In an emergency or immediate danger, **call 000.**

## Ready to talk about Support at Home?



Call or WhatsApp  
**0485 754 999**



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Website  
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