Birchmere.

Care that feels like family.

Waiting for Support at Home?

What the wait means, what to do while you're in it, and how to get good help at home in the meantime.



THE WAIT, EXPLAINED

Approved, and then waiting.

Being approved for Support at Home is good news. Getting the funding to actually start can take a good while longer. Here's how the wait works.

1

Your assessment

An assessor visits, talks through what's getting harder, and works out the help you need. Afterwards you receive a Notice of Decision letter setting out what you're approved for.

2

Your place in the queue

Funding is released through a national priority system. Where you sit depends on your priority category (urgent, high, medium or standard) and the date you were approved.

3

Funding, service by service

Each approved service is funded separately, so one kind of help can begin before another. If the wait runs long, you may be offered part of your funding first.

4

A letter, and a deadline

When your funding is ready, a letter arrives. From its date you have 56 days to sign with a provider and start services. If you need longer, ask My Aged Care for a 28-day extension.

So how long is the wait?

It depends on your priority. Urgent cases are usually funded within about a month. In the medium and standard categories, government estimates during 2026 ranged from around five months to the best part of a year.

For the current estimate for your situation, call My Aged Care on **1800 200 422** or visit myagedcare.gov.au.

WHILE YOU WAIT

Keep the wait working for you.

A few small things now can save a lot of worry later, and make sure nothing slips while the paperwork catches up.

Keep your details current

If an address, phone number or main contact changes, tell My Aged Care so your funding letter reaches the right person, on time.

Ask for a review if things change

A fall, a hospital stay or a new diagnosis can change needs quickly. If that happens, ask My Aged Care about a reassessment. Your priority may change with it.

Ask about short-term help

Some short-term pathways, including restorative care after an illness or injury and end-of-life care, are funded straight away once approved.

Keep a simple diary

Jot down what's getting harder: meals, stairs, showering, remembering tablets. It's useful at any review, and for anyone who steps in to help.

Look after the family carer too

If you're the one filling the gaps, your rest matters. A regular break, even a few hours a week, helps you keep going.



Good help shouldn't have to wait.

IN THE MEANTIME

Private care, without the queue.

You don't need an assessment or a funding letter to get help at home. Private care is arranged directly with a provider, and it can usually start within days.

Signs it might be time for help now.

- Meals being skipped, or the fridge looking a little bare.
- Missed appointments, or tablets not taken as they should be.
- The house slipping from the way they've always kept it.
- Fewer outings and more time alone.
- A recent fall, or a near miss.
- The family running on empty.

How private care fits in.

Private care sits outside the government system. You choose the help, the days and the person, and pay as you go. It fills the gap until your funding is ready.

Arranging private care doesn't mean giving up your approval. Just don't tell My Aged Care you've stopped looking for services unless that's what you want.

MAKING A START

Start small. Start with what matters.

You don't have to plan for everything at once. A little regular help with the right things can make a big difference to how the week feels.

Company and outings

A friendly face, a coffee out, a walk at their own pace.

Meals and shopping

Groceries done together, and home-cooked meals made to taste.

Getting to appointments

Safe, unhurried rides to the doctor, the hairdresser or the shops.

A break for family

Someone trusted to step in, so you can step back for a while.

A SENSIBLE FIRST PLAN

1. **Pick the two or three biggest worries**
   Start where help will make the most difference, whether that's meals, outings or simply company.
2. **Book a regular visit**
   Even one two-hour visit a week means the same companion gets to know them, and they get to know the companion.
3. **Review after a month**
   Adjust as needs change, or as your Support at Home funding arrives.

WHEN YOUR FUNDING ARRIVES

Ready when the letter is.

When your funding letter comes, you'll choose a registered Support at Home provider for your funded services. Birchmere is private-pay only, so we don't deliver Support at Home-funded care at this stage.

Plenty of families keep some private visits going alongside their funded services, for the extras the budget doesn't stretch to, or to keep a companion they've come to trust.

Questions to ask any provider.

- Who will actually come, and will it be the same person each time?
- How are carers checked, trained and insured?
- What's the minimum visit, and what does it cost on weekends?
- How much notice do you need to change or cancel?
- Who do I call when something isn't right?

WHAT BIRCHMERE COSTS

From $120.00
per hour (Including GST)

Visits start at two hours. Evenings, weekends and public holidays cost more, in line with award rates. You'll always see the full price before you book.

Birchmere.

Talk to us about the wait.

Have a chat with a care coordinator. Real human, no scripts, no obligation.

CALL 02 5115 1162

EMAIL hello@birchmere.com.au

ONLINE birchmere.com.au

Scan to visit our website

Information about Support at Home is general and current at November 2026. Check myagedcare.gov.au or call 1800 200 422 for the latest.

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