

Support at Home Checklist & Provider Comparison Guide

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Use this guide to help you understand the steps to start receiving aged care support at home, and compare providers before choosing who to work with.

Support at Home Checklist



1. Register with My Aged Care

Contact My Aged Care to start the process. They'll ask about your situation, care needs and the support you may require.

Call **1800 200 422** or visit their website.

- ☐ I have contacted My Aged Care
- ☐ I have completed the initial screening process

2. Complete your aged care assessment

If eligible, an assessor will visit or call to understand your needs and recommend supports.

- ☐ I have completed my aged care assessment
- ☐ I understand what support I have been assessed for

3. Receive your Support at Home approval

You'll receive your approval, support plan and funding classification. Support at Home has 8 classifications, each with a quarterly budget.

- ☐ I have received my Support at Home approval
- ☐ I have reviewed my support plan
- ☐ I understand my funding classification and available budget

4. Understand your approved services

Your plan outlines the services you can receive—these may include nursing, allied health, personal care, domestic assistance, transport, social support, meal prep, assistive tech or home modifications.

- ☐ I know which services are included in my support plan
- ☐ I understand which supports are most important for my needs
- ☐ I have noted any questions I want to ask a provider

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5. Understand costs and contributions

Some Support at Home services may be fully funded; others may require a contribution depending on the service type and your circumstances.

Personal care will become fully funded for eligible participants from **1 October 2026**.

- ☐ I understand which services may have a contribution
- ☐ I have checked whether an income assessment is required
- ☐ I have asked how pricing, statements and invoices will be explained

6. Contact Leora Healthcare

Once you have your Support at Home approval or support plan, contact Leora Healthcare so we can talk through your needs and next steps.

We can help you understand what support may look like in your day-to-day routine and what information is needed to begin services.

Have your approval details, support plan and any contribution info ready.

- ☐ I have contacted Leora Healthcare
- ☐ I have shared my relevant approval or support plan details
- ☐ I have discussed my care needs, preferences and goals

7. Confirm your services and agreement

Before services begin, your provider should explain your services, schedule, pricing, participant contributions, cancellation policy and how your care will be reviewed.

Make sure you understand what is included, what may cost extra and who to contact if your needs change.

- ☐ I have reviewed my service agreement
- ☐ I understand my services, schedule and pricing
- ☐ I understand any cancellation or change policies
- ☐ I know who to contact if I have questions

8. Begin receiving support at home

Once everything is confirmed, your services can begin.

Your support should continue to reflect your needs, preferences and goals. If your situation changes, speak with your provider so your care arrangements can be reviewed.

- ☐ My services have started
- ☐ I know how to request changes if my needs change
- ☐ I know how to raise questions, feedback or concerns

Aged Care Provider Comparison Guide

Use this section before choosing or signing with a Support at Home provider.

It can be helpful to compare at least two providers using the same questions, so you can clearly understand pricing, service inclusions and how your care will be managed.

QUESTIONS	PROVIDER 1	PROVIDER 2	PROVIDER 3
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Are you registered to deliver Support at Home services?			
Which Support at Home services do you provide?			
How do you help clients understand the different types of Support at Home services?			
Which services are fully funded, and which may require a participant contribution?			
How is care management included or charged?			
What exactly is included in your service price?			
Are there any additional fees for setup, onboarding, care planning or service changes?			
What is your minimum booking time per visit?			
What is your cancellation policy?			

QUESTIONS	PROVIDER 1	PROVIDER 2	PROVIDER 3
			<i>Leora.</i>
Who delivers services: your own staff, regular care team, agency staff or subcontractors?			
How do you match support workers or care staff to my needs and preferences?			
How do you communicate with families or representatives?			
How do you invoice? Will I receive clear statements with hours, rates and line items?			
What happens if my needs change? How are service changes or reviews handled?			
What is your exit or transfer process if I decide to change providers?			

Red flags to watch out for

- ◆ No written pricing or policies
- ◆ Vague or unclear answers
- ◆ Unclear participant contributions
- ◆ Outdated or hard-to-find price list
- ◆ Extra fees appearing after services start
- ◆ Unclear cancellation rules
- ◆ Unclear who delivers services
- ◆ Non-itemised invoices
- ◆ Pressure to sign quickly

Need help comparing your options?

#TeamLeora can help you understand your Support at Home options, compare what different providers offer and plan services around your needs, routine and goals.