

The Interim Care Bridge Plan

A step-by-step checklist for families waiting on Support at Home funding

If your parent has been approved for Support at Home but is waiting for funding to be released, this checklist will help you work out where you stand, what government bridging support you may already qualify for, and how private care can fill the gap safely in the meantime. Work through each section in order.

Step 1 — Find your priority category

Your assessment outcome letter (Notice of Decision) states your priority category. This determines your official estimated wait for ongoing funding.¹

Priority category	Official estimated wait
Urgent	Within 1 month
High	1 month
Medium	5 to 6 months
Standard	7 to 8 months

- ☐ I have located my/my parent's Notice of Decision letter and identified the priority category.
- ☐ I understand this wait applies from the access approval start date on that letter, not from today.

Step 2 — Check if a priority reassessment applies to you

If your situation has changed since your assessment, contact My Aged Care straight away — a changed situation can move you into a faster priority category. Tick any that apply:

- ☐ Hospital discharge is imminent and the home situation is not currently safe
- ☐ A recent fall, acute illness, or sudden deterioration in health
- ☐ Primary carer has reached breaking point or can no longer safely provide care
- ☐ Risk of harm, neglect, or significant safety concern in the home

If any of the above apply, call My Aged Care on **1800 200 422** and say so plainly — urgency is generally decided at the first triage call, before an assessor is even allocated.²

Step 3 — Check your eligibility for interim government support

Interim funding (Support at Home)

If your wait for ongoing funding runs longer than expected, My Aged Care may release 60% of your approved budget early so you can start critical services sooner, with the remaining 40% added once full funding becomes available.³ Interim funding is not offered to people already in a shorter-wait category.

- ☐ I have asked My Aged Care whether interim funding applies to my situation.

Commonwealth Home Support Programme (CHSP)

CHSP is the entry-level government program for basic, occasional support — domestic help, transport, meals, or light personal care. You may be eligible if you are:⁴

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- Aged 65 years or older (or 50 or older for Aboriginal or Torres Strait Islander people)
- Homeless, or at risk of homelessness, and aged 50 or older
- Assessed through My Aged Care as needing entry-level, basic support
- Not requiring complex, high-intensity, or ongoing intensive care

CHSP is a bridge, not a substitute for complex care needs — use it to cover the gap while ongoing Support at Home funding is pending.

Step 4 — Decide on your private-pay bridging option

For most families, the fastest and most reliable bridge is privately funded care — either on its own while waiting, or blended with government funding once it arrives. Consider:

- Start private care now to cover the immediate need, with no wait at all
- Confirm with your provider that private hours can convert to government-funded hours later without a gap in service
- Ask for a personalised private care quote based on your specific care needs
- Confirm the provider's cancellation and minimum booking terms before committing

Luxe Care allows clients to add private care hours above or ahead of any government allocation, and offers a personalised private care quote by phone.⁵

Step 5 — Don't miss the 56-day window once funding is approved

Once you receive a letter confirming funding has been allocated, you have **56 days** to sign a service agreement and start services. A one-off **28-day extension** is available if you need more time to find a suitable provider. Missing both means your funding is withdrawn and reallocated to the next person in the queue.⁶

- ☐ I have shortlisted at least one provider before my funding letter is expected to arrive.
- ☐ I know who to call for a 28-day extension if needed (My Aged Care, 1800 200 422).

Not sure where to start?

Luxe Care offers a free, no-obligation in-home consultation to help you work through this checklist and start care this week if needed — whether that's private care, a blend with government funding, or help navigating CHSP.

Call **1300 674 886** to book, or visit [luxecare.com.au/support-at-home-pricing](https://www.luxecare.com.au/support-at-home-pricing).

Sources

1. My Aged Care, "Assessment outcome: Support at Home," data current as at 30 June 2026, <https://www.myagedcare.gov.au/assessment-outcome-support-at-home>.
2. Department of Health, Disability and Ageing, "About the Commonwealth Home Support Program (CHSP)," <https://www.health.gov.au/our-work/chsp/about>.
3. My Aged Care, "Assessment outcome: Support at Home," data current as at 30 June 2026, <https://www.myagedcare.gov.au/assessment-outcome-support-at-home>.
4. Department of Health, Disability and Ageing, "About the Commonwealth Home Support Program (CHSP)," <https://www.health.gov.au/our-work/chsp/about>.
5. Luxe Care, "Support at Home Pricing" and "Home Care Packages Melbourne," <https://www.luxecare.com.au/support-at-home-pricing>.
6. My Aged Care, "Assessment outcome: Support at Home," data current as at 30 June 2026, <https://www.myagedcare.gov.au/assessment-outcome-support-at-home>.

This checklist is general information only and does not replace personalised advice from My Aged Care or a qualified aged care provider. Figures current as at August 2026 and subject to change.

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