

Support at Home (Home Care) Abbreviations

The following is a list of Aged Care abbreviations relating to key terms, programs and services. The list is designed to help you navigate Aged Care.

Abbreviations	
ACAS	Aged Care Assessment Service provides an independent assessment of physical, medical, psychological, environmental and social needs, to determine the care and services an older person may require to help meet those needs. The assessment is conducted in the clients home. Carers and family members are also included as part of the assessment.
ACQSC	Aged Care Quality and Safety Commission
Advocate	A person who assists a participant in expressing their needs or speaks on behalf of an older person.
AN ACC	Australian National Aged Care Classification - the Aged Care Funding Instrument for Residential Care homes.
Authorised Representative (AR)	Prior to Aged Care Act 2023, the person recognised by CHL and its aged care workers as the legal representative of an individual receiving CHL care and/or services. Post Aged Care Act 2023, AR who are recorded in My Aged Care will automatically become an older person's registered supporter. Post Aged Care Act 2023, an AR who is not recorded in My Aged Care will be acknowledged as a supporter for the care and/or service activities as identified and consented by each individual.
AT-HM scheme	Assistive Technology and Home Modifications will give Support at Home participants access to this scheme without needing to save up funds from their Support at Home quarterly budgets, assessed and approved by My Aged Care.
Associated provider	An entity that delivers services on behalf of a registered provider. For example, a broker or a contractor service.
CALD	Culturally and Linguistically Diverse
Care management	A service involving a suite of activities that contribute to the overall safety, wellbeing, health and quality of life of an older person.
Care Plans	The plan a Support at Home participant will develop with their care partner, which outlines what services will be delivered and how.
CHSP	Commonwealth Home Support Program - provides entry level home and community care services for frail older people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over. CHSP will transition to the Support at Home program no earlier than 1 July 2027
Classification	Refers to the classification of a Support at Home participant. These include ongoing classification (Classifications 1-8) and short-term classifications (AT-HM scheme, Restorative Care Classification and End-of-Life Classification).
Clinical Supports	This is a participant contribution category, which can include Nursing care, Allied Health, Nutrition, Care Management, Restorative Care Management, and other Therapeutic Services.
Contribution framework	Where a person receives an income support payment such as Age Pension, their income and assets assessment from that will be used to determine their percentage contribution.
DA	Domestic Assistance (as per the Home Care Packages we provide). Services include cleaning kitchen, bathroom, living area, bedroom, vacuuming, damp dusting, washing etc.
Day therapy centres	A range of therapy services for older people living independently
Decision making capacity	The ability of an older person to make decisions about things that affect their daily life. This means the person is able to: <ul style="list-style-type: none"> • Understand the decision to be made • Understand the situation of the decision • Understand what the choices are for the decision • Weigh up the choices • Recognise the consequences of the choices • Understand the effects of the decision • Communicate their decision

Abbreviations	
Dignity of risk	The right of an older person to choose to take some risk in engaging in life experiences.
DoHDA	Department of Health, Disability and Ageing (Commonwealth)
DVA	Department of Veterans Affairs
End-of-Life Pathway	A short-term pathway providing in-home services and supports for participants with a prognosis of three months or less to live who meet eligibility criteria
Enduring Guardian (EG) NSW ONLY	<p>The person appointed to make personal and health decisions on their behalf when they no longer have the defined capacity to make their own decision about their health and person:</p> <ul style="list-style-type: none"> • How and where the person lives • Decisions about support services • Who the person might want to see and when • Medical and dental treatment decisions <p>An Enduring Guardian can be:</p> <ul style="list-style-type: none"> • One or more persons • These person can be appointed to make different types of decisions, or have to agree on all decision OR • One can make decisions and the other only had the decision-making capacity if the other passes away
Enduring Power of Attorney (EPOA) NSW ONLY	The person appointed to begin or continue to make decisions for an individual when they no longer have the capacity to make their own decisions about their financial affairs.
Enduring Power of Attorney (EPOA) QLD ONLY	An attorney for financial matters appointed by an individual under an enduring power of attorney. An attorney for person matters (such as care and welfare decisions like where the individual lives), appointed by the individual under an enduring power of attorney or advance health directive.
Everyday Living	This is a participant contribution category to assist older people to keep their homes in a liveable state in order to enable them to stay independent in their homes.
Fee Reduction Supplement	The program offers time-limited financial assistance for participants in genuine hardship, processed through Services Australia, with new providers confirming validity if participants change providers.
Goal plan	A document for those accessing the Restorative Care Pathway, outlining specific short-term goals including, services to be delivered and who is responsible for meeting each goal to help the individual regain function. It replaces the service agreement and care plan for people accessing the Restorative Care Pathway.
Grandfathered home care package recipient	Refers to home care package recipients who, on 12 September 2024, were receiving a Home Care Package, on the National Priority System, or assessed as eligible for a package. Grandfathered HCP care recipients will be no worse off under the contribution arrangements for Support at Home
HCP	An Australian Government program that previously provided funding for packages aimed at supporting people to remain living at home. The Home Care Packages Program ceases on 1 November 2025.
Housing linked	Specifically for clients classified as homeless or in danger or becoming homeless
ILU's	Independent living units - sometimes referred to as villas. Accommodation in a village environment for older people who are actively independent and able to care for themselves
Independence	Individual support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.
Individual	<p>The person receipt of care and/or services from CHL. Is interchangeable with:</p> <ul style="list-style-type: none"> • Older person • Resident • Client • Consumer • Care recipient
In-home care services	Health care or supportive care provided in the patient's home by healthcare professionals (may be referred to as home health care or formal care).
ITF	Income Tested Fee

Abbreviations	
MAC	MyAgedCare. Federal Government. Starting point to access Australian Government funded services.
Multidisciplinary Team (MDT)	A team or group of various health professionals who collaborate to provide or plan care for a client.
Open disclosure	The process of being truthful, even when an error or mistake has occurred, to acknowledge and accept responsibility.
Partners in care	<p>The consented designated, assigned, recorded person/s proxy decision-maker for an older person who are involved in the decisions for the delivery of care and services to the older person.</p> <p>Several titles with duties and/or responsibilities can be used:</p> <ul style="list-style-type: none"> • Next of kin • Enduring Power of Attorney • Enduring Power of Guardianship • Supporter registered or otherwise • Authorised Representative • Carer • Family • Health professional
PC (Personal Care)	Assistance with personal hygiene, washing, showering, bathing, dressing, feeding and toileting
Positive risk-taking	The process of identifying potential benefit or harm from a decision.
PPE	Personal Protective Equipment
Registered provider	A registered provider of aged care is an organisation that has been assessed and approved to provide high-quality, safe and consistent care to older people under the Aged Care Act 2024.
Respite	Respite provides short-term care on a planned or emergency basis in aged care homes. The primary purpose is to give the carer a break from their usual care arrangements. Respite care can include In-home respite, Centre-based day respite and others.
Restorative Care Pathway	A short-term pathway providing up to 16 weeks of intensive allied health and/or nursing services and supports aimed to help the participant regain function and/or manage new or changing age related conditions
RPC	Resident/Patient/ Client
SAH Level 1	Level 1 - Minimal Support for Independent Living
SAH Level 2	Level 2 - Light Personal Assistance and Social Connection
SAH Level 3	Level 3 - Moderate Support with Daily Routines
SAH Level 4	Level 4 - High-Frequency Personal Household Support
SAH Level 5	Level 5 - Daily Support and Clinical Coordination
SAH Level 6	Level 6 - Comprehensive Medical and Personal Care at Home
SAH Level 7	Level 7 - Intensive Daily Care Across Multiple Needs
SAH Level 8	Level 8 Highest Level of In-Home Care
Self Funded Services (SFS)	Services that a client pays for without any government funding (for example, CHSP or HCP funding).
Service Agreement	An agreement entered into by a participant and a provider outlining rights and responsibilities and what services will be provided to the participant under the classification.
Service Development Assistance Panel (SDAP)	A panel providing free professional support to aged care providers in rural or remote areas or those providing care to Aboriginal and Torres Strait Islander people.

Abbreviations	
SS	Social Support (Community - including transport and attendance at social outings, errands, companionship, shopping etc.)
Substitute decision-maker	A support person who is appointed via a legal authority to 'step in' for an individual with confirmed reduced capacity to make their own decisions. They are to make the decisions for the person as if they would have made them themselves, respecting the person with impaired capability's values, cultural, spiritual, religious and social beliefs.
Supported living	Independent units, apartments or bedsitters within a community where support services are provided.
Supporter	A person who is a consented partner in care nominated by an older person. Each individual is able to choose if they wish to register their supporters. Existing Authorised Representatives within My Aged Care will automatically be a registered supporter under the new Aged Care Act.
The Act	Aged Care Act, 2024 commencing 1 November 2025.
Transition care	Short-term support for older people after a hospital stay and can be delivered in either a residential or community setting. It is designed to optimise independence of older people to enables them to return home rather than enter residential care.
Transitioned home care package recipient	Refers to all existing home care package recipients who transitioned to the Support at Home program on 1 November 2025.