

# Interim funding

Interim funding under the Support at Home program is designed to ensure participants do not wait longer than necessary without access to care.

The aim of interim funding is to make sure you're not left waiting too long for the support you need. It means you can get essential help sooner, stay safe at home, and have peace of mind knowing the rest of your budget will follow.

## What is it?

Interim funding (sometimes called the **Minimum Service Offer (MSO)**) means you can start receiving care and support sooner, without waiting for your full budget to become available.

**Instead of waiting until the whole amount is ready, you will first receive 60% of your approved funding.** This allows you to access the most important services straight away, such as help with showering, meals, cleaning, or transport.

When the remaining 40% of your funding is released, your care plan will be updated so you can get the full range of services you are entitled to. The remaining 40% is not backdated.

You may receive interim funding if demand for services is higher than expected and wait times are increasing. This includes:

- ✓ People who were already on the National Priority System for a Home Care Package before 31 October 2025.
- ✓ People newly assessed as eligible for Support at Home from 1 November 2025.

Some people will always receive their full funding straight away. This includes those in urgent situations, or people approved for the Restorative Care Pathway or End-of-Life Pathway.

## How it works:

If you are offered interim funding, you will receive a letter confirming your 60% allocation. You can then:

- ① **Choose a provider to deliver your services;** and
- ② **Work with them to create a care plan and budget,** making the best use of your interim funds.

When your full funding becomes available, you will receive another letter to advise you that your full service offering (or FSO) is available. You can then update your support plan and budget accordingly with your new total funding amount.



**Got questions? Call us at 1800 024 000**

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