



Supports Provided by TeamHEALTH

For more than 39 years, TeamHEALTH has walked alongside people across the Territory on their mental health and wellbeing journey. We bring the same understanding, and the same care for the person in front of us, to Support at Home.

TeamHEALTH is a registered aged care provider, delivering Support at Home in line with the Aged Care Quality Standards, the national standards, set by the Aged Care Quality and Safety Commission, that keep care safe, respectful and shaped around each person.

We welcome all people, regardless of age, gender, race, ability, sexual orientation, faith, religion and all other identities represented in our community.

Contact Us



To be connected with one of our staff please contact TeamHEALTH:

Head Office Address:

Unit 8a/69 Progress Drive,
Nightcliff, NT, 0810

Phone: 1300 780 081

Website: www.teamhealth.asn.au

Interpreter and/or Translation Services are available to access our services. Please contact us for more information.

Interpreting and Translation Services NT

Phone: (08) 8999 8506 or 1800 676 254

Email: itsnt@nt.gov.au or
itsnt.dlqcs@nt.gov.au



Support at Home Program

Supporting your mental health journey



What is Support at Home?

Support at Home is the national aged care program that helps older people get the support they need to keep living safely and independently at home. It replaced Home Care Packages in November 2025, bringing in-home aged care together under one system that's meant to be simpler and fairer to navigate.

Through the program, people choose the services that suit them, how they're delivered, and the level of support that fits their life, and that can change as their needs do.

TeamHEALTH's Support at Home services are available in Darwin and Palmerston.

Our Approach

At TeamHEALTH, we start by listening. What matters most to the person we're supporting, the routines they want to keep, the things they'd like a hand with, the goals they're working towards, shapes the support we provide. It's flexible, it's clear, and it's built around them.

We're also upfront about cost. With clear pricing and no hidden fees, there are no surprises. Just the confidence to plan support and make the most of Support at Home funding.

What We Offer

Support is shaped around each person, and can include:

- **Help around the home** – cleaning, laundry, meal preparation, and home maintenance
- **Support for the whole person** – we pay attention to mental health and wellbeing, not just practical help
- **Personal care** – support with showering, grooming, and daily routines
- **Staying connected** – companionship and support to keep up the social side of life
- **Getting out and about** – transport to appointments, shopping, and social outings
- **Respite care** – a break for carers, knowing the person they care for is in good hands
- **Care planning** – working alongside each person to get the most from their funding

What Makes Us Different

- **We're Territory-based** – we understand life here because we live here too
- **Culturally safe** – support that respects a person's culture, background and what matters to them
- **Flexible** – no one-size-fits-all; we adjust as needs change
- **Clear on cost** – no hidden fees, so you know exactly what you're paying for
- **People-first** – we take the time to build real relationships built on trust and understanding.

Who is it for?

Support at Home is for older people who'd like some support to keep living safely and independently at home. This is generally for people aged 65 or over, and Aboriginal and/or Torres Strait Islander peoples aged 50 and over. The first step is a free assessment through My Aged Care, which works out what support you're eligible for.

How to Access

You're always welcome to get in touch with us directly, for yourself or for someone you care about. Referrals into the program itself come through My Aged Care.

Phone: 1300 780 081

Website: www.teamhealth.asn.au

Email: teamhealth@teamhealth.asn.au

