



SOUVENAID®, FORTISIP® AND FORTICREME® SUPPORT AT HOME

What is Support at Home?

Support at Home is an Australian Government initiative launching on 1 November 2025, designed to provide funding to help older people live independently with care and services at home.

Souvenaid®, Fortisip® and Forticreme® are included and can be funded as part of Support at Home if aligned with the patient's identified needs and preferences and when recommended by a healthcare professional.

These products are a Food for Special Medical Purposes classed under Food Standards Australia and New Zealand (FSANZ) Standard 2.9.5 and must be used under medical supervision.

Souvenaid® is for the dietary management of early Alzheimer's disease including mild cognitive impairment.

Fortisip® and Forticreme® are for the dietary management of patients with disease related malnutrition.

Below is summarised from Support at Home handbook - Program details for 1st November 2025¹

Starting 1st November 2025, the Support at Home program will replace the Home Care Packages Program. This new model introduces a structured service list divided into three categories:

- Clinical (including prescribed nutrition)
- Independence
- Everyday Living

Eligibility: Participants must undergo an assessment, based on the Government's eligibility criteria for Support at Home, and approved services can be included in their support plan.

Clinical Services:

- Focus on maintaining or regaining functional and cognitive abilities.
- Must be delivered or supervised by qualified health professionals using evidence-based practices.
- Includes prescribed nutritional supplements required for conditions related to functional decline or impairment including Souvenaid®, Fortisip® and Forticreme®.
- No participant contribution is required for clinical services — these will be fully government-funded.

TEMPLATE FOR HEALTHCARE PROFESSIONALS

DATE: _____

To _____ (Support at Home provider)

_____ (Patient Name) has been diagnosed with _____ (diagnosis).

I have prescribed a food for special medical purposes under FSANZ (Standard 2.9.5) for the dietary management of malnutrition. (Please tick):

- ☐ Fortisip® Compact Protein _____ x 125ml bottle/day
- ☐ Fortisip® Compact Fibre _____ x 125ml bottle/day
- ☐ Fortisip® Plant Based _____ x 200ml bottle/day
- ☐ Forticreme® Complete _____ x 125g pot/day
- ☐ Fortijuice® _____ x 200ml bottle/day
- ☐ Cubitan® _____ x 200ml bottle/day
- ☐ Other _____

I have prescribed a food for special medical purposes under FSANZ (Standard 2.9.5) for the dietary management of early Alzheimer's disease. (Please tick):

- ☐ Souvenaid® 1 x 125ml bottle/day
- ☐ Souvenaid® 1 x serving/day

I appreciate you discussing the funding of this product below (please circle) with this patient for their ongoing use.
Fortisip® Compact Protein / Fortisip® Compact Fibre / Fortisip® Plant Based / Forticreme® Complete / Fortijuice® / Cubitan® / Souvenaid®

Regards,

(HEALTHCARE PROFESSIONAL NAME)

(PRACTICE DETAILS)

HOW TO ACCESS OUR PRODUCTS WITH SUPPORT AT HOME:

For clients whose funds are provider managed:

- 01

Healthcare professional completes recommendation template which is given to the patient, their carer or sent directly to their Support at Home provider.
- 02

Support at Home provider receives healthcare professional recommendation, and documents this in the patient care plan.
- 03

Support at Home provider discusses the funding, the patients needs and preferences with the patient or their carer.
- 04

If the patient is eligible, the Support at Home provider purchases products from a medical distributor using the client's funding.

For clients who self manage their funding:



Individuals can order via Medical Distributors

We recommend ordering Fortisip®, Forticreme® and Souvenaid® through our medical distributors. Scan the code to view a full list or visit: <https://nutricia.com.au/fortisip/products/medical-distributors>



NUTRICIA EXPERTISE IS HERE TO SUPPORT YOU



Product & nutrition advice

If you're unsure which product is most suitable for the individual's unique needs, our Careline team of expert healthcare professionals can provide free product support and general nutrition advice.
Email: nutriciacareline@danone.com ☎ 1800 438 500 (Mon-Fri, 7:30am-5:00pm AEST)