

Receive the outcome of your assessment

Research home care providers & work out costs

Be assigned a home care package

Enter into a Home Care Agreement

Manage your services

Entering into a Home Care Agreement – Considerations

WHAT TO CONSIDER	WHY
<p>What is a Home Care Agreement?</p>	<p>Your Home Care Agreement is a legal document between you and your chosen Home Care Packages Provider (provider) outlining the terms, conditions and responsibilities of both parties in the provision of care and services. Your provider will prepare the document for you. It must set out:</p> <ul style="list-style-type: none"> • how your services will be provided, who will provide them, when they will be provided, and how much they will cost. <p>Your Home Care Agreement will include:</p> <ul style="list-style-type: none"> • a care plan – outlining your care and services based on your assessed care needs and goals (informed by your Aged Care Assessment Team assessment), and • an individual budget – outlining how your package funds will be spent including any contributions you make to your care. <p>If your care needs change over time, your care plan and budget will be updated in consultation with you. You can ask for changes to your Home Care Agreement at any time. Your provider will also routinely review your care plan.</p> <p>Your provider must help you understand your Home Care Agreement. Create a list of questions and concerns to discuss with your provider. You can also get assistance from family, a friend, a carer, an advocate such as the Older Persons Advocacy Network (OPAN) on 1800 700 600 or seek independent legal advice.</p> <p>Your provider must get your consent and agreement before services start, any changes to the delivery of your care and services and for price changes.</p>
<p>What is a Home Care Package budget?</p>	<p>Discuss your Home Care Package budget with your chosen provider. Your Home Care Package budget is made up of:</p> <ul style="list-style-type: none"> • the government subsidy (including eligible supplements) • the basic daily fee, which all people receiving a Home Care Package may be asked to pay – the basic daily fee varies depending on your package level • your income tested care fee – you must pay this if Services Australia assesses you as being able to afford to contribute to the cost of your care • any other amount you have agreed to pay. <p>All providers must publish their prices for common services and costs on the My Aged Care website (myagedcare.gov.au). You can find this information using the 'Find a provider' tool.</p> <p>The provider must include a copy of their published pricing schedule in your Home Care Agreement.</p> <p>They must then charge you the prices outlined in your Home Care Agreement, unless you agree and document otherwise. This different price, and the reason, must then be documented in your Home Care Agreement.</p>

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<p>Fees and charges</p>	<p>The main categories of care and services that providers will charge your Home Care Package are:</p> <ul style="list-style-type: none"> • care management <p>Care management is a service provided to all care recipients, which includes regularly assessing your needs, goals and preferences; reviewing your Home Care Agreement, care plan and budget; and identifying and addressing risks to your safety, health and wellbeing.</p> <ul style="list-style-type: none"> • package management <p>Package management is the ongoing administration and organisational activities delivered by your provider to ensure the smooth delivery and management of your Home Care Package. It may include the cost for preparing monthly statements, managing your package funds, compliance and quality assurance activities required for Home Care Packages</p> <ul style="list-style-type: none"> • common services (nursing, personal care, light gardening, cleaning, respite) • other services (home modifications, minor home maintenance, allied health, etc.) <p>Providers cannot:</p> <ul style="list-style-type: none"> • charge more than 20% of package level for care management • charge more than 15% of package level for package management • charge for package management in a calendar month where no services (other than care management) are delivered, except for the first month of care • charge separately for costs associated with third-party services i.e. when receiving services from a different provider • charge exit amounts. <p>More information is available under ‘Agreeing to a Home Care Package’ on myagedcare.gov.au.</p> <p>Providers are also unable to charge you separately for any business-related administration costs such as marketing, office rent, insurance or activities completed before a person enters into a Home Care Agreement. Where necessary, a provider can include any other administration costs in the price for home care services. This ensures you see the all-inclusive cost of delivering the service.</p> <p>Previously, your provider may have charged you an exit fee. However, since 1 January 2023, providers are no longer allowed to charge an exit amount when you leave their care.</p> <p>Check your Home Care Agreement for conditions, such as notice periods, that may apply when ceasing care with your provider.</p>
<p>Monthly statements and Home Care Accounts</p>	<p>Your provider must give you monthly statements showing you how your Home Care Package budget is spent. More information about how you will receive the statement is available from your provider.</p> <p>Any unspent home care amount will carry over from month to month for as long as you continue to receive care. Services Australia will hold unspent Government funds in your Home Care Account, unless you exit care for 70 days or more – after this time these funds are returned to the Government.</p> <p>Your provider will hold any surplus fees you’ve paid in trust but will use these fees first before drawing down on Government funds.</p>
<p>What if I need an interpreter?</p>	<p>If you need an interpreter to help you develop your Home Care Agreement, budget and care plan ask your provider to arrange time with the Translating and Interpreting Service (TIS National). TIS National offers telephone or on-site interpreting services in over 100 languages. It is free of charge when you are working with your provider to develop or change your Home Care Agreement.</p>