

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 and Checklist

WHAT TO CONSIDER	WHY
What is included in my Home Care Agreement?	<p>Your Home Care Agreement sets out how your services will be provided, who will provide them, and how much they will cost. Your Agreement will include:</p> <ul style="list-style-type: none"> • a care plan – outlining the services you will receive under your package taking into consideration your individual goals and preferences • an individual budget – outlining the funds available in your package, and how those funds will be spent. <p>If your care needs change over time, your care plan and budget should be updated to reflect care plan or cost changes.</p>
Your individual (Home Care Package) budget	<p>Discuss your Home Care Package budget with the provider to see what services you can afford. Your Home Care Package budget is made up of:</p> <ul style="list-style-type: none"> • The government subsidy (and 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 means tested care fee. You may need to pay this depending on your assessable income (if you entered into a Home Care Agreement after 1 July 2014) • Any other amount you have agreed to pay.
How much will the provider charge for care and services?	<p>All providers must publish their prices for common services and costs on the My Aged Care website. 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 price outlined in your Home Care Agreement, unless you agree and document otherwise.</p>
What other costs can the provider charge?	<p>The only extra costs a provider can charge that are not direct care and services are published on the My Aged Care website.</p> <p>This includes package management which is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It may include the cost for preparing monthly statements, managing your package funds, and compliance and quality assurance activities required for Home Care Packages.</p> <p>Providers are unable to charge you a different amount, unless you agree otherwise. This different price, and the reason, must then be documented in your Home Care Agreement.</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 within the price for home care services. This is to ensure that you can see the all-inclusive cost of delivering the service.</p>

If I change providers, will I need to pay a fee?	<p>Providers are able to charge an exit amount to cover any administration costs they may incur.</p> <p>Clarify what (if any) exit amount they will charge you if you decide to change providers and any minimum contract period that may apply. Your provider must disclose the exit amount in your Home Care Agreement. Providers are also required to display their maximum exit amount in the 'Find a provider' tool on the My Aged Care website.</p>
What information will be covered in my statement?	<p>You will receive monthly statements that show how your Home Care Package budget is being spent. Your statement will show you the income and expenditure for your package, and any unspent home care amount so you can keep track of your spending.</p> <p>Any unspent home care amount will carry over from month to month, and from year to year, for as long as you continue to receive care under the package. If you want more information about how you will receive the statement, discuss this with the provider.</p>
What if I need an interpreter to help with my Home Care Agreement?	<p>If you need an interpreter to help you develop your Home Care Agreement, budget and care plan you should ask your provider to arrange time with the Translating and Interpreting Service (TIS National). TIS offers telephone or on-site interpreting services in over 100 languages. It can be used free of charge when you are working with your provider to develop or change details of your Home Care Agreement.</p>
Do I understand the terms of my Home Care Agreement?	<p>Your provider has a responsibility to help you understand the terms of your Home Care Agreement. It is important that you are happy and agree with the information included in your Agreement.</p> <p>Read it carefully. Create a list of questions and concerns and discuss them with a friend, family member, carer or advocate before discussing these with your provider. You can also seek independent legal advice, if you wish. Once you are happy with the content, you can enter into the Agreement. This will be your contract to start receiving services.</p>
Can I change my Home Care Agreement?	<p>It is <u>your</u> Home Care Agreement so you can talk with your provider about changes at any time. Any changes to the terms of your Agreement are subject to mutual consent with your provider. Talk to your provider about this process.</p>

CHECKLIST

- Confirm who will deliver your services, how often and where they will deliver the services.
- Provide your support plan and outcome from your income assessment to your provider.
- Clarify the fees and costs associated with the delivery of your care and services. These should align with those published on My Aged Care, unless you discuss and agree a different amount with your provider.
- Work with your provider to design a care plan that meets your needs and care requirements.
- Review your Home Care Agreement with a family member, carer, friend or advocate. If you want to, you can also seek independent legal advice.
- Enter into your Home Care Agreement and start receiving services.