



Australian Government



myagedcare

Improvements to home care pricing: Information for existing home care recipients

Overview

New standardised home care pricing Schedule

From 1 July 2019 all home care providers must publish their pricing information in a new pricing Schedule (the Schedule) on the My Aged Care website. They must also include a copy within your Home Care Agreement. The Schedule standardises pricing information, to make it easier for you to understand and compare costs. For example, all prices must now be published as dollar values, not percentages.

Why were these changes needed?

We heard concerns from senior Australians that home care pricing information was not easily available, or easy to understand or compare. We also heard concerns about some providers charging high administration costs.

To address the issues, we developed the Schedule to provide information on the most common services and costs under a Home Care Package. This will help you compare the costs of your services with other providers, if you are considering changing providers.

If you are looking into this, it is important that you consider a range of factors when choosing your home care provider. These include their quality, location, ability to cater for any special requirements, and when support can be provided.

What does this change mean for you?

The Schedule

From 1 July 2019, you can review the Schedule on the 'Find A Provider' page on the My Aged Care website. Here you will be able to view a provider's price for the most common services provided under a Home Care Package, as well as a range of other costs associated with your package.

Home Care Agreement

Your Home Care Agreement sets out how your care and services will be provided, who will provide them and how much they will cost. Your provider must include a copy of the Schedule in your Home Care Agreement. They must charge you the price in the Schedule, included in your Agreement.



If your provider needs to charge a different amount for a particular service (either higher or lower), they will need to discuss and agree this amount with you and detail the reason for the difference within your Home Care Agreement. Home Care Agreements can only be changed through mutual consent, following adequate consultation. Therefore, if you do not consent, the provider cannot charge a different amount to what is in your Agreement.

It is important to remember that a Home Care Agreement is an agreement between you and your provider and you can talk with your provider about changes at any time.

Administration costs

Some home care providers have been charging high administration costs. This limits the funds available for care and services delivered under a Home Care Package. Under the new arrangements, providers are no longer able to charge separately for business-related administration costs. These costs, such as office rent, insurance and marketing, will need to be included within the price for care and services.

Providers are able to publish their prices for package management within the Schedule. Package management includes activities that are directly related to managing your Home Care Package. These include preparing monthly statements, managing your package funds, and compliance and quality assurance activities required for home care.

Full price list

As well as the Schedule, providers must also publish their full price list by either a website link or in a document. We encourage you to review a provider's full price list to see all the care and services they offer.

What to expect

- Your provider must contact you within the next 12 months (before 1 July 2020) to review your Home Care Agreement, to include a copy of the Schedule.
- There must be a mutual consent between you and your provider before your provider can make any changes to your Home Care Agreement.
- Providers are required to charge you the price in the Schedule, included in your Home Care Agreement. Where a provider seeks to charge a different price, this price needs to be agreed with you beforehand, following adequate consultation, and detailed in your Agreement.
- Providers will no longer be able to charge separately for business-related administration costs. These costs will need to be included within the price for care and services to ensure you can see the all-inclusive costs for delivering the service.

More Information

For more information please search '[Home Care Packages](#)' on the My Aged Care website, or call the My Aged Care contact centre on 1800 200 422 (Monday to Friday 8am to 8pm and Saturday 10am to 2pm). If you need an interpreter, the contact centre can help through the Translating and Interpreting Service. Call 131 450 and ask for 1800 200 422. Call costs may apply.



