



AGED CARE PROVIDER

Support at Home Agreement 2026



SUPPORT AT HOME SERVICE AGREEMENT

Welcome to the People First Healthcare family

We're delighted to have you with us and are committed to delivering the highest standard of care, service, and support. Whether you're joining us for the first time or returning, we truly value your trust and are here to ensure your experience is positive and seamless.

To help you get started, your welcome pack includes everything you need to begin receiving support for yourself or your loved ones. Please follow the steps below.

Step One

Please take a moment to read the Support at Home Participant Handbook. It provides an overview of our services and how we work with you to meet your needs.

Step Two

If you haven't yet confirmed that you'd like to begin services, please call us on **1800 434 002** to speak with one of our team members.

Alternatively, you can review your personal details on page 02 and 03 of the Support at Home Service Agreement, sign the enclosed agreement on page 04, and return the entire agreement to us using the prepaid envelope provided.

Step Three

Connect with your Care Partner to begin your journey with our care team. Please don't hesitate to reach out with any questions, we're here to support you every step of the way.

Warm regards,

The People First Healthcare Team

SUPPORT AT HOME SERVICE AGREEMENT

PEOPLE FIRST HEALTHCARE

Aged Care Provider

People First Healthcare Pty Ltd ABN 23 621 550 070 (Approved Service Provider)

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SUPPORT AT HOME SERVICE AGREEMENT

This Agreement is made

BETWEEN:

- People First Healthcare Pty Ltd ABN 23 621 550 070 (“the Provider,” “PFH” or “We/Us”)

AND

- [Insert Full name of Consumer/Participant] of [insert address]
- Nominated Representative/Authorised Representative: [Insert Full name of Representative], (“Consumer/Participant” or “You”)

(Where applicable, this Agreement is entered into by the Consumer’s Nominated Representative/Authorised Representative)

RECITALS

This Agreement is made between PFH and the Consumer, for the provision of services on the terms and conditions set out in this Agreement. You and PFH agree that:

- A. This Agreement will start on the Commencement Date.
- B. If no Commencement Date is specified, this Agreement will commence when you agree to receive services from us and services are scheduled to commence at your home in accordance with your Care Plan.
- C. PFH will provide services under the Home Care Package or Support at Home Classification level shown below (See Services and Care Plan, Section 1).
- D. If you are later approved for a different Home Care Package level, PFH can also provide services under that new level.

If you have any questions about this Agreement or don’t understand something, please tell us. We can meet with you and your representative to discuss it. You may also ask a family member, friend, or advocate to help. Our staff will work with you to help you stay safe and independent at home and will review your information from My Aged Care to understand your needs.

DOCUMENT TRANSLATION

- 1.1 You may request that documentation relating to your care and services be provided in your preferred language. We will arrange translation of the documentation where reasonably practicable. To request this, please notify us prior to entering into this agreement.
- 1.2 **Arabic Translation:** يجوز لك طلب توفير الوثائق المتعلقة برعايتك وخدماتك بلغتك المفضلة. سنقوم بترتيب ترجمة الوثائق حيثما كان ذلك ممكناً بشكل معقول. لطلب ذلك، يرجى التواصل مع منسق الرعاية الخاص بك.
- 1.3 **Turkish Translation:** Bakımınız ve hizmetleriniz ile ilgili belgeleri tercih ettiğiniz dilde isteyebilirsiniz. Mümkün olduğunda belgelerin tercümesini ayarla yacacağız. Bu istekte bulunmak için lütfen Bakım Partneriniz (Care Partner) ile iletişime geçin.
- 1.4 **Italian Translation:** Può richiedere che la documentazione relativa alla Sua assistenza e ai servizi Le venga fornita nella lingua da Lei preferita. Provvederemo a organizzare la traduzione della documentazione ove ragionevolmente possibile. Per effettuare questa richiesta, La preghiamo di contattare il Suo Care Partner.
- 1.5 **Greek Translation:** Μπορείτε να ζητήσετε τα έγγραφα που σχετίζονται με τη φροντίδα και τις υπηρεσίες σας να παρέχονται στη γλώσσα της προτίμησής σας. Θα φροντίσουμε για τη μετάφραση των εγγράφων όπου αυτό είναι πρακτικά εφικτό. Για να το ζητήσετε αυτό, παρακαλούμε επικοινωνήστε με τον υπεύθυνο φροντίδας σας.
- 1.6 **Macedonian Translation:** Може да побарате документацијата поврзана со вашата грижа и услуги да ви биде обезбедена на вашиот претпочитан јазик. Ќе организираме превод на документацијата каде што е разумно возможно. За да го поднесете ова барање, ве молиме контактирајте го вашиот Партнер за грижа.
- 1.7 **Mandarin (Simplified Chinese) Translation:** 您可以要求以您偏好的语言提供与您的护理和服务相关的文件。我们将在合理可行的情况下安排文件翻译。如需提出此请求,请联系您的护理伙伴 (Care Partner)。
- 1.8 **Cantonese (Traditional Chinese) Translation:** 您可以要求以您偏好嘅語言提供與您嘅護理同服務相關嘅文件。我哋會喺合理可行嘅情況下安排文件翻譯。如需提出此請求,請聯絡您嘅護理夥伴 (Care Partner)。
- 1.9 **Vietnamese Translation:** Quý vị có thể yêu cầu các tài liệu liên quan đến việc chăm sóc và dịch vụ của quý vị được cung cấp bằng ngôn ngữ ưa thích của mình. Chúng tôi sẽ sắp xếp việc dịch tài liệu khi hợp lý có thể thực hiện được. Để yêu cầu điều này, vui lòng liên hệ với Đối tác Chăm sóc (Care Partner) của quý vị.
- 1.10 **Croatian Translation:** Možete zatražiti da vam dokumentacija koja se odnosi na vašu skrb i usluge bude pružena na vašem željenom jeziku. Organizirat ćemo prijevod dokumentacije gdje je to razumno izvedivo. Da biste podnijeli ovaj zahtjev, molimo kontaktirajte svog Partnera za skrb (Care Partner).
- 1.11 **Spanish Translation:** Puede solicitar que la documentación relativa a su cuidado y servicios se le proporcione en su idioma preferido. Organizaremos la traducción de la documentación cuando sea razonablemente posible. Para solicitarlo, por favor póngase en contacto con su Care Partner (Asociado de Cuidado).

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- 1.12 **Hindi Translation:** आप अनुरोध कर सकते हैं कि आपकी देखभाल और सेवाओं से संबंधित दस्तावेज़ आपकी पसंदीदा भाषा में प्रदान किए जाएं। जहाँ उचित रूप से संभव होगा, हम दस्तावेज़ों का अनुवाद करवाने की व्यवस्था करेंगे। यह अनुरोध करने के लिए, कृपया अपने केयर पार्टनर (Care Partner) से संपर्क करें।
- 1.13 **Punjabi Translation:** ਤੁਸੀਂ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ ਕਿ ਤੁਹਾਡੀ ਦੇਖਭਾਲ ਅਤੇ ਸੇਵਾਵਾਂ ਨਾਲ ਸਬੰਧਤ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕੀਤੇ ਜਾਣ। ਜਿੱਥੇ ਵਾਜਬ ਤੌਰ 'ਤੇ ਸੰਭਵ ਹੋਵੇਗਾ, ਅਸੀਂ ਦਸਤਾਵੇਜ਼ਾਂ ਦੇ ਅਨੁਵਾਦ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ। ਇਹ ਬੇਨਤੀ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਕੇਅਰ ਪਾਰਟਨਰ (Care Partner) ਨਾਲ ਸੰਪਰਕ ਕਰੋ।
- 1.14 **Tagalog (Filipino) Translation:** Maaari kang humiling na ang dokumentasyon na may kaugnayan sa iyong pangangalaga at mga serbisyo ay ibigay sa iyong piniling wika. Aayusin namin ang pagsasalin ng dokumentasyon kung makatuwirang magagawa. Upang humiling nito, mangyaring makipag-ugnayan sa iyong Care Partner.

Participant Table	
Name	
Date of Birth	
Phone	
Email	
Authorised Representative(s): Name / Number / Relationship. <i>As notified by you, or any other party authorised to notify us, from time to time, subject to the provision and verification of required appointment and enactment documents</i>	<u>NAME:</u> <u>NUMBER:</u> <u>RELATIONSHIP:</u>
Item	Details
All co-contributions assessed and determined as payable by Services Australia are the sole responsibility of the Client and must be paid directly by the Client in accordance with Services Australia payment arrangements.	☐ Direct debit – Direct debit form returned to PFH ☐ Other (i.e. invoice): _____

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Funding Pathway <i>Select all that apply</i>	☐ Support at Home - Ongoing Classification (standard Support at Home) ☐ Restorative Care Pathway ☐ End-of-Life Pathway ☐ AT-HM Scheme (Assistive Technology / Home Modifications)
Payment Cycle	20th of each month or as varied by us and notified to you from time to time

EXECUTION AND CONSENT FORM

This section confirms the formal agreement and consent between the **Participant** and **People First Healthcare Pty Ltd** ("PFH").

Acceptance of Services: *If you do not sign this Agreement but provide your verbal acceptance, or you receive and accept Services from us, then this Agreement will be taken to have been validly executed and will be legally binding on you and us as if it had been signed by all parties.*

Right to withdraw from this agreement: You can withdraw from this agreement at any time prior to the commencement of your first service or within 14 days of entering into this Agreement by notifying us that you want to withdraw.

Opportunity to Have Someone Assist You to Consider and Negotiate this Agreement:

You are entitled to make informed decisions. You acknowledge that:

- You have had a reasonable opportunity to have this Agreement explained to you.
- You have been able to ask questions about this Agreement and the Support at Home program.
- You have been able to request information from us that is reasonably necessary to assist you to choose services that best meet your goals, needs and preferences, within the limits of the resources available.
- You have been able to obtain independent advice (including legal and financial advice).
- You are satisfied with all elements of the manner in which Services will be provided.

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Execution by Participant (or Authorised Representative)

Signed by Participant (or Authorised Representative)

Signature: _____

Print Full Name: _____

Date Signed: _____

Capacity of Signatory (if Authorised Representative):

In the presence of (PFH Representative):

Name: _____

Signature: _____

Execution by People First Healthcare Pty Limited

This section is to be completed by an Authorised Officer of People First Healthcare Pty Limited.

Signature:



Capacity: Chief Operating Officer

Print Full Name: Ali Al Ebrahimi

2 SERVICES AND CARE PLAN

- 2.1 **Support Plan:** Your Support Plan is issued by the Government following an assessment of your needs. It determines your Support at Home Classification, the types of Services you may receive and your Quarterly Government Funds available to you.
- 2.2 **Care Plan:** Your Care Plan is a personalised document that explains the care and support you will receive to help you live safely and independently at home. It is developed together with you and your family or advocate if you wish. You can have a say in what services you receive and how they are provided. The Care Plan is reviewed at least once a year or whenever your needs or goals change.
- 2.3 A copy of your initial Care Plan and Budget will be given to you as soon as practicable. If your Care Plan and Budget changes, including at your request, we will give you an updated copy as soon as reasonably practicable and within any time period specified in the Aged Care Act. Your Care Plan will be available through the Lookout Platform which we will give you access to and reviewed by your Care Partner.
- 2.4 Depending on your Support Plan, the Services we can charge to your Quarterly Government Funds are listed in the Service List (Refer to Schedules).
- 2.5 **Your Classification Funding:** Participants under the Home Care Packages (HCP) program will be allocated a package ranging from Level 1 to Level 4, based on assessed care needs. Allocation and approval are determined by the government, and participants will be notified accordingly. Participants under the Support at Home program (SAH) will receive Services under Level 1 to Level 8, depending on their assessed requirements. Allocation is based on government assessment, and participants will be informed upon approval and assignment of their support level.
- 2.6 **Service Delivery:** PFH will deliver the services outlined in your Care Plan according to your preferences, needs and schedule. We can refuse to provide a Service if:
- 2.6.1 we assess that the Service is unsafe or outside the scope of our practice;
 - 2.6.2 that Service is unavailable or if we are unable to secure a suitable Third Party Provider; or
 - 2.6.3 the cost of that Services exceeds or is likely to exceed the funds available in your Budget.
- 2.7 **Specialised Funding Pathways:** If you are approved for funding under any specialised pathway, including the End-of-Life Pathway, the Restorative Care Pathway, or the Assistive Technology and Home Modifications (AT-HM) Pathway, and we agree to provide services to you under that pathway, the relevant part of this Agreement will apply. We may complete the details of the applicable part when preparing this Agreement where the relevant information is available, or otherwise complete, confirm or provide those details to you once the necessary information is received or as services are delivered to you (and, where relevant, your loved ones).
- 2.8 **Ending Services:** Either you or PFH can end or temporarily suspend services as set out in this Agreement.
- 2.9 **Annual Fee:** The annual package fee may be adjusted according to regulations and standards set by the Independent Health and Aged Care Pricing Authority or relevant authority.
- 2.10 **Payment Cycle:** Fees are billed quarterly in advance. You will receive monthly statements grouped on a quarterly basis in the form you prefer and you also have access to the lookout app to view your budget at any time.

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- 2.11 **Service Review:** We will review this Agreement at least once a year or whenever you request. You can take part in the review, and we will update the Agreement if any changes are needed.
- 2.12 **Updates to this Agreement:** This Agreement will be reviewed from time to time. For changes (minor administrative or operational updates that do not affect your rights, the Services you receive, or the Prices charged), we will notify you by letter rather than issuing a new Agreement. Price rates are updated annually, or as set by the Australian Government, and we will send you a letter setting out any changes. You have the right to request further information about any change, and to object by giving us written notice within 14 days of receiving our letter. Where you object, we will discuss the change with you or treat it as not applying to you to the extent permitted by law.
- 2.13 **Culturally and Linguistically Diverse (CALD) Communication and Understanding:** PFH is committed to providing culturally safe and inclusive services. We recognise that some consumers may have different language, communication, cultural, or literacy needs. Where required, this Agreement and relevant information have been explained to the consumer in their preferred language and in a way that supports their understanding. This may include the use of an interpreter, bilingual staff, simplified explanations, or the involvement of a nominated support person, with the consumer's consent. The consumer has been given the opportunity to ask questions and to explain their understanding of the services, fees (if applicable), and their rights and responsibilities. PFH has taken reasonable steps to confirm that the consumer understands this Agreement before services commence. The consumer may request communication support, interpreter services, or information in another language at any time.
- 2.14 **Medical Emergencies:** We are not a medical service provider. If our personnel and/or third party provider are present in the event of a medical emergency, ambulance support will be sought. You will be responsible for the costs of the ambulance and any medical treatment you are provided with. If you need urgent care, please contact your general practitioner or dial 000.

3 STATEMENT OF RIGHTS

You have certain rights under the Aged Care Act 2024, including the right to choice, safe and quality care, privacy, information and the ability to give feedback or make complaints. A full copy of the Statement of Rights is attached in the Annexures.

4 ACCESS APPROVAL

- 4.1 You must hold a valid Access Approval issued under the Aged Care Act to receive funded Support at Home Services.
- 4.2 A copy of your Access Approval forms part of this Agreement, unless you are a transitional home care package client.
- 4.3 If your Access Approval is revoked, varied or expires, you must notify PFH immediately. We may suspend, change or end Services where required to comply with the Aged Care Act.

5 FEES, PAYMENTS AND CONTRIBUTIONS

- 5.1 **Government Subsidies:** The Australian Government helps pay for aged care support, but it is not free. Everyone must contribute some of their own money.
- 5.1.1 The Government sets the minimum and maximum amounts you may need to pay and it will assess how much you need to contribute when you start your services.

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- 5.1.2 Some items cannot be paid from your package. These “excluded items” include things like meal ingredients and other personal or household items, which you must pay for yourself. For more information, see the Support at Home Packages Program Manual for Recipients.
- 5.1.3 You are responsible for keeping your income and asset details up to date with Services Australia, as this can affect your contributions.
- 5.2 **Standard Fees and Review:** Our standard pricing is included in Annexure A of this Agreement is also available on the My Aged Care website.
- 5.2.1 Your individual fees are outlined in your budget, which forms part of this Agreement.
- 5.2.2 Fees are reviewed annually according to PFH’s Fees Policy and Support at Home Package Pricing procedure. Participants will be notified at least 14 days in advance of any changes. If fees change, we will explain the changes and may request a new signed agreement. If no agreement is provided, participants will be informed in writing and have the right to raise any disagreements. In addition, this Agreement as a whole will be reviewed at least every 12 months and whenever you request a review. At each review, you will be given the opportunity to participate, consider whether any updates are needed, and agree to any variations in accordance with this Agreement. From 1 July 2026 (or unless directed by Australian government, government-set price caps will apply to most services on the Support at Home service list. Once in effect, we cannot charge more than the capped price for any applicable service, nor add additional fees on top. We will notify you of any adjustments to our pricing required by the introduction of price caps.
- 5.2.3 Your Budget may only be used for Services that are included in your Care Plan and permitted under the Aged Care Act. You cannot allocate your Budget toward items that are not approved in your Care Plan
- 5.2.4 We will provide you with a copy of your Budget as soon as practicable once we have the necessary information to prepare it. If your Budget changes, we will provide you with an updated version.
- 5.2.5 Your Budget will outline the Quarterly Government Funds available to you and the planned expenditure for the Services we have agreed to provide, including applicable Prices.
- 5.3 **Payment of Services:** If you choose to receive services beyond your package funds, these must be paid for privately.
- 5.3.1 Payments can be deducted automatically through Centrelink, or alternative arrangements will be discussed if you are not on Centrelink.
- 5.3.2 We will issue invoices or statements for amounts payable under this Agreement in a clear and understandable format. You must pay your Service Contributions and any other agreed Fees in the manner and within the timeframes notified to you.
- 5.3.3 If payments are made by direct debit or automatic deduction, you must provide and maintain a valid payment authority unless alternative arrangements have been agreed. You must not cancel a payment authority until all outstanding Fees have been paid.
- 5.3.4 If you believe you will have insufficient funds to meet a payment, you must notify us as soon as possible so alternative arrangements can be discussed. Any bank or processing fees incurred may be passed on to you.
- 5.3.5 If a participant or carer intentionally stops paying agreed fees, we may suspend services until arrangements are made to repay any outstanding amounts. Before suspending or ceasing services for non-payment, we must: (a) hold a documented discussion with you and/or your

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active, appointed decision-maker clearly explaining your obligations, the reasons contributions are collected, and the possible consequences of continued non-payment; (b) make every reasonable effort to resolve the payment issue with you; and (c) document all conversations. Where you are experiencing genuine financial hardship, you may apply to Services Australia for a fee reduction supplement. We will not cease services for non-payment unless a financial hardship provision is not in place and the above steps have been completed and documented.

- 5.3.6 You are responsible for the cost of a service if you arrange a service without consulting us and without it being incorporated into and covered by your Care Plan and Budget. We are not obliged to reimburse you for any services you arrange which are not incorporated in your Care Plan and Budget.
- 5.4 **Support at Home Model:** Package management fees will be removed under the new Support at Home model from 1 November 2025.
- 5.4.1 PFH will allocate 10% of participants' budgets to care management provided by care partners.
- 5.4.2 Services paid for by your package, such as meals, will continue even if you are away on personal or family business. Participants must notify the provider before leaving; otherwise, charges may apply for prepared or scheduled services.
- 5.4.3 Participants experiencing difficulty paying fees may seek assistance through Services Australia for financial hardship support.
- 5.5 **Statements:** We will provide you with statements in accordance with the Aged Care Act setting out information about your Quarterly Budget. We may estimate Prices for Services delivered by Third Party Providers or other third party suppliers in the monthly statement if we have not received their invoices. Any adjustments will be made in the monthly statement you receive after we actually receive the supplier invoice.
- 5.6 **Contribution Rates:** Participants are required to contribute to the cost of independence and everyday living services. Contribution rates depend on the service type:
- a. **Clinical Services (e.g. nursing, physiotherapy):** 0% contribution; fully funded by the Government;
 - b. **Independent Services (e.g. personal care):** 5-50%, based on income and assets;
 - c. **Everyday Living Services (e.g. domestic assistance, gardening):** 17.5%-80%, based on income and assets.

Further information regarding Co-Contributions is attached as Annexure B.

For more information on contribution rates and calculations, you can visit the My Aged Care website: <https://MyAgedCare.gov.au>. By signing this agreement, you agree to pay any applicable contributions to funded aged care services we deliver to you.

5.7 Financial Transparency

- 5.7.1 Participants will receive a monthly statement showing, provided by the last day of the following calendar month or when we finalise the claim in accordance with our claiming obligations and once we have collected all pending invoices to make that claim, for every month including months when no services are delivered:
- a. Package balance, including Government funding and participant contributions;
 - b. Amounts claimed from the Government for the prior month;

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- c. How much you paid towards your Support at Home package;
 - d. Actual spending on services;
 - e. Any shortfall or unspent funds (to the extent these details are known to us); and
 - f. Any other information required under the Aged Care Act
- 5.7.2 Estimates may be used for outstanding supplier invoices with adjustments appearing in the following month's statement.
- 5.8 **Non-Payment and Interest:** Late or missed payments may incur interest at the Market Prime Interest Rate, compounded quarterly.
- 5.8.1 You are responsible for any interest that cannot be charged to package funds.
- 5.8.2 If you breach this Agreement, you must also pay or reimburse us on demand all costs, charges, losses, expenses and damages we reasonably incur as a result of the breach.
- 5.9 **Individualised Budget and Service Access:** Your complete financial and service schedule, including your Individualised Budget and Classification Funding Level, is available on PFH's designated digital platform, Lookout. Lookout provides continuous access to:
- a. services to be delivered, itemised according to their respective Service Group Category;
 - b. prices for services; and
 - c. the determined individual contribution arrangements, ensuring transparency and oversight of all funding and service utilisation.
- 5.10 **Service Planning and Review:** We will work with you to determine how, when and by whom services will be delivered.
- 5.10.1 If additional services are needed, We will review the care plan and budget and propose changes for your agreement.
- 5.11 **Price Changes and New Services:** If you request a new service not listed in the Service Schedule, or if we determine a necessary service requires a different price, we will contact you and obtain your agreement before providing the service.
- 5.11.1 Standard fees are subject to an annual increase in line with the Consumer Price Index (CPI) or equivalent government index. We will notify you at least 14 days in advance of any change.
- 5.11.2 Services provided by Third Party Providers may attract administration charges of between 5% and 20% depending on the provider.

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- 5.12 **Reimbursement Requests:** We may refuse reimbursement requests or payment of third-party invoices where the Service is not approved, not funded under your Budget, documentation is insufficient, funds are unavailable or invoices are submitted more than 30 days after the Service was provided.
- 5.13 **Unspent Home Care Package (HCP) Funds:** If you previously held a home care package under the HCP Program you may have unspent HCP Funds. We can choose how to manage any portion of the Unspent HCP Funds we hold, including returning the HCP Unspent Funds to you. The Government's portion of the Unspent HCP Funds can be used to pay for Services when permitted under the Aged Care Act.
- 5.14 **Unspent Quarterly Government Funds:** We will work with you to ensure that you benefit from the full use of your Quarterly Government Funds, by fully utilising the Quarterly Government Funds that are available to you. If you:
- 5.14.1 have an ongoing classification for Support at Home; and
 - 5.14.2 still have funds available in your Quarterly Government Funds at the end of a quarter,
the Government will rollover the greater of \$1000 and 10% of what is left in your Quarterly Government Funds (or any other amount prescribed under the Aged Care Act) to the next quarter.
- 5.15 **Participant Acknowledgement:** By signing this Agreement, you confirm that you have read and understood the details of services, fees and contribution arrangements as presented on the Lookout platform.

6 SERVICE SCHEDULING AND CANCELLATIONS

- 6.1 If we agree to provide Services, we will develop a service schedule with you in accordance with your Care Plan and Budget, setting out the agreed Services to be delivered.
- 6.2 From time to time, Services may need to be rescheduled, for example, if staff are unavailable. If this occurs, we will work with you to arrange an alternative day and time that is suitable.
- 6.3 You must be at your home at the agreed time to receive Services unless we have agreed to provide Services while you are absent. If Services cannot be delivered because you are not present, charges may still apply where permitted under this Agreement.
- 6.4 You may change or cancel a Service by providing at least 24 hours' notice. Where less than 48 hours' notice is given, charges may still apply unless you had reasonable grounds for the late cancellation (such as hospital admission or health incident) and you provide supporting evidence.
- 6.5 You must allow attending personnel to complete and perform their duties within the time allocated to you.
- 6.6 You must promptly inform us of anything that may affect the safe delivery of Services, including risks relating to your home, your health or the Services being provided.

7 TERMINATION AND WITHDRAWAL FROM SERVICES

- 7.1 **Participant Termination:** You may terminate this Agreement at any time by providing written notice to us, including if you move to a location where we do not provide services. Please be aware that if no services are delivered for four consecutive quarters (one year), your Support at Home funding will be reduced to zero and reallocated. We will notify you if you have not received a service for an extended period so you can take steps to avoid losing your funding. Upon your exit,

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we will: notify Services Australia within 28 calendar days of your exit date; share relevant records with your incoming provider within 28 days of any request; finalise all claims within 60 days of your exit date; and issue you a final invoice and monthly statement.

- 7.1.1 You may also withdraw within fourteen (14) calendar days of signing, provided no services have been delivered; in this case, the Agreement is void and any payments made will be refunded in full.
- 7.1.2 You may discontinue participation in your Home Care Package or request a review at any time, giving at least fourteen (14) calendar days' written notice to your designated Care Partner.

7.2 Provider Termination: We may suspend or terminate services if:

- a. You can no longer be safely cared for at home with our available resources;
- b. Your needs change, and another type of funded aged care is more suitable;
- c. You intentionally cause serious injury or interfere with staff safety;
- d. You fail to pay any fees or contributions within your control and do not arrange an alternative payment;
- e. Staff safety or welfare is at risk;
- f. Services are repeatedly declined by you or your authorised representative;
- g. Your care needs exceed the financial or operational scope of your package; a referral to My Aged Care will be made;
- h. We provide written notice of our intention to cease services; or
- i. We have serious concerns about your health, safety, or wellbeing and cannot provide adequate support; a referral to external support agencies may be made.

If services are suspended or terminated, we will provide written notice at least 14 days before services end. That notice will include: (a) explaining the reason for the decision to cease services; (b) and effective date of cessation; and (c) information about your rights including how to make a complaint with us, other complaint mechanisms available to you (including the Aged Care Quality and Safety Commission's Complaints Commissioner), and information about independent aged care advocates who can support you. With your consent, we will make referral to an alternative provider capable of meeting your needs.

- 7.3 Transferring to a new registered provider:** This clause applies if (a) you are a pre-12 September 2024 care recipient and we hold Home Care Package (HCP) Funds for you; and (b) you notify us within 56 days of us ceasing to be your Support at Home Provider that you are transferring your Support at Home services to another registered Support at Home Provider. After reconciling your HCP Funds in accordance with the Aged Care Act, we will transfer the balance of any HCP Funds we hold to the new Support at Home Provider and, where applicable, the Government within 70 days of us ceasing to provide you with Services, or within any other period prescribed by the Aged Care Act. You authorise us to provide relevant information to the new Support at Home Provider for this purpose.

- 7.4 Consequences of Termination:** When this Agreement ends:

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- 7.4.1 You must return or allow us to collect any equipment, documents or other property we have provided to you.
- 7.4.2 We will provide you with a final statement in accordance with the Aged Care Act.
- 7.4.3 We are not required to process any more payments from service providers unless alternative arrangements have been agreed before this Agreement ended.
- 7.4.4 We will retain and manage your health records and personal information in accordance with our legal obligations.
- 7.4.5 Any unspent home care package funds will be reconciled and managed in accordance with the Aged Care Act. This means we will retain any unspent home care package funds.
- 7.4.6 Clauses relating to payments, privacy and the consequences of termination continue to apply after this Agreement ends.
- 7.4.7 Ending this Agreement does not remove your obligation to pay any outstanding amounts, including unpaid fees, contributions or amounts arising from a negative package balance. If final amounts cannot be calculated immediately, we may estimate and later adjust the amount payable.

8 USE OF CONTRACTORS

- 8.1 Prior to using any contractors you must request permission to do so from us. To provide safe, effective, and timely care, we may use contract staff. You may also request contractors of your choice for certain services (e.g., lawn mowing). All contractors must meet the same legal and program requirements as our staff, including holding a valid Working with Vulnerable People clearance, following the Aged Care Code of Conduct, and reporting any incidents as required by law. If you have concerns about contracted staff, please contact us or speak with your Care Partner.
- 8.2 We may require you to stop using a service provider if we have concerns about the Services they provide and/or their ability to provide you with Services as required by this Agreement or the Aged Care Act.

9 HOME & EQUIPMENT

- 9.1 We will take reasonable steps to prevent our personnel and/or Third Party Provider from damaging your Home (including things in your Home) in the course of providing the Services (beyond fair wear and tear). You accept that some damage may occur because of the existing state and condition of your Home (including pre-existing damage that may be exacerbated by the Services), any specific consumables you use or we provide and you accept and/or directions you give for the manner in which Services are undertaken or provided. You must promptly let us know if you believe we have damaged your Home or things in your home and allow us to verify the extent or nature of that damage.
- 9.2 If you are assessed as needing aids or equipment, you may use your package funds to purchase, hire, maintain or repair them, provided funds are available and the Aged Care Act allows. You are responsible for choosing suitable equipment and may need reassessments to ensure it continues to meet your needs.
- 9.3 You must maintain any purchased equipment, and package funds can be used for this. If equipment is faulty, you should contact the supplier. Any damage not caused by our staff is your responsibility to repair or replace.

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- 9.4 If we purchased equipment for you and you leave our services without covering costs, we may reclaim it. Loaned or hired equipment must be returned promptly when no longer needed, or upon service termination, unless fully paid for. Failure to return items may result in replacement charges.
- 9.5 We are not responsible for faults, damage, or injuries—including serious injury or death—caused by third-party equipment.

10 GOODS AND SERVICES TAX (GST)

- 10.1 Most Services we provide are GST-Free because they are funded by the Australian Government.
- 10.2 If you pay for Services that are not Government-funded, those Services may still be GST-free where:
- 10.2.1 they form part of your Care Plan and Budget; or
 - 10.2.2 are of a type that the GST laws specify as GST-free.
- 10.3 GST may apply to Services you pay for outside your Support at Home Services, depending on the type of Service. You must pay any applicable GST or similar tax that is payable on or in connection with the Services at the time a taxable supply arises.
- 10.4 You authorise us to charge any applicable GST to you Quarterly Government Funds (or a component of those funds) where permitted by law, including under the Aged Care Act.
- 10.5 For GST purposes, you or we may be required to act as an agent. If this is necessary, we will inform you of the basis on which:
- 10.5.1 we arrange or pay for Services as your agent; or
 - 10.5.2 you arrange or pay for Services that we reimburse as our agent.

11 FEEDBACK, COMPLAINTS AND CONSENT

- 11.1 **Complaints and Feedback:** You may provide feedback or make a complaint about any aspect of the Services provided under this Agreement, including any Services delivered by our employees, contractors or subcontractors. You may make a complaint without fear of reprisal, discrimination or any adverse effect on the Services you receive.
- 11.1.1 You can speak directly to PFH staff or your care partner by calling 1800 434 002. Upon receipt of feedback or a complaint, we will acknowledge your concerns, investigate the matter and take reasonable steps to resolve the issue in a fair, timely and transparent manner. We aim to acknowledge feedback and complaints within two (2) Business Days.
 - 11.1.2 You may submit feedback or a complaint by contacting our dedicated feedback and complaints line on (03) 7305 1740 or by email at feedback@pfhcare.com.au.
 - 11.1.3 If you are dissatisfied with our response, or you do not wish to raise your concerns directly with us, you may make a complaint to the Aged Care Quality and Safety Commission (ACQSC). Information about the Commission's complaints process is available by calling 1800 951 822 or through the Commission's [online complaints portal](#). Making a complaint will not affect your right to receive Services under this Agreement, and no person will be subjected to reprisal, discrimination or disadvantage for making a complaint.

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- 11.2 **Advocacy:** You may nominate a representative, including a family member, friend or advocate, to support you in communicating with us, making decisions, providing feedback or making a complaint.
- 11.2.1 You may also seek assistance from an independent aged care advocate. Free and confidential advocacy services are available through the Older Persons Advocacy Network (OPAN) by calling 1800 700 600 or by accessing their website
- 11.3 **PFH Aged Care Code of Conduct:** All staff and clients must follow this code, which includes:
- 11.3.1 Respect individuals' rights to expression, self-determination, and decision-making.
- 11.3.2 Treat everyone with dignity, respect, and acknowledge diversity.
- 11.3.3 Respect privacy.
- 11.3.4 Provide safe, competent, and caring services.
- 11.3.5 Act honestly, with integrity and transparency.
- 11.3.6 Promptly raise concerns about care quality and safety.
- 11.3.7 Deliver care free from violence, discrimination, exploitation, neglect, abuse, and sexual misconduct.
- 11.3.8 Take reasonable steps to prevent and respond to such issues.
- 11.4 **Consent to Use and Share Information:** You (or your authorised representative) consent to the collection, use, and sharing of your personal and health information with parties involved in your care, including PFH staff, contractors, GP/specialists, My Aged Care, hospitals, and allied health providers. This information is used to provide safe and effective care, manage your package, and make necessary referrals Your personal information will be protected and only used in the ways authorised under section 168 of the Privacy Act.
- 11.4.1 We may use photographs or video recordings taken in connection with the Services or community events for educational, promotional or social media purposes. If you do not wish to be included in any photographs or recordings, or if you wish to withdraw your consent, please notify us at any time.
- 11.4.2 **Use of Technology and Support Teams:** In providing care to you or your loved one, we may use efficient technologies, including artificial intelligence, and offshore support staff who work as part of our team. These technologies and staff operate within our own secure systems, which are monitored by both our internal Information Systems team and an external Information Systems provider. Strict access protocols apply, so that only those who need your information in order to deliver or coordinate your care can see it. For example, your Care Partner is responsible for your care and will have access to your record, while other staff will only have access where their role requires it. All staff and contractors, including offshore staff, are bound by confidentiality and privacy obligations equivalent to those that apply to our Australian staff. If you do not consent to the use of artificial intelligence or offshore support staff in the delivery of your care, or you wish to withdraw a consent you have already given, you may notify us at any time. We will talk with you about any practical effect this may have on how we deliver your services.
- 11.4.3 We will protect your privacy and keep your information secure. You can access, correct or update your information and may withdraw your consent at any time, although this may affect our ability to provide care.

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- 11.5 **Consumer Advisory board:** Under the Aged Care Act, participants have an opportunity to join a Consumer Advisory Body. We will provide you with information about how you can join a Consumer Advisory Body. Please contact us if you have any questions about this or would like more information about how to join.

12 DEFINITIONS

- a. **Access Approval** means an access approval for Support at Home under the Aged Care Act.
- b. **Aged Care Act** means the *Aged Care Act 2024* (Cth), the *Aged Care Rules 2025* (Cth) and, to the extent relevant, the *Aged Care Act 1997* (Cth), the *Aged Care (Transitional Provisions) Act 1997* (Cth) and their associated regulations, rules and principles.
- c. **Agreement** means this agreement for the provision of Services and any variations that are made to this Agreement.
- d. **Budget** means the personalised funding plan prepared for you that sets out the Services to be provided, the available Government funding, your contributions and how those funds will be allocated.
- e. **Care Management** means the management of Services to ensure your care and support needs are met on an ongoing basis, as prescribed in the Aged Care Act.
- f. **Care Management Allocation** means the portion of your Quarterly Government Funds that the Government sets aside for the Care Management we provide.
- a. **Care Management Fee** means the amount the Government will pay us for providing Care Management from your care management allocation.
- b. **Care Plan** means the personalised plan developed with you setting out the Services to be delivered.
- c. **Care Partner** means the person(s) nominated to oversee your Services as specified in this Agreement or as otherwise advised to you.
- d. **Commencement Date** means the date set out in the Agreement Details or if no date is specified, the date on which we and you have executed this Agreement, or if you do not execute this Agreement, the date on which this Agreement is deemed to apply.
- e. **Fees** means the costs, fees, charges and other amounts:
 - i. payable by you to us under this Agreement including the Self-funded Service Fees; or
 - ii. which we can claim from or charge to the Government in connection with the provision of Services.
- f. **Government** includes government departments and agencies who oversee or administer matters relevant to the provision of Services, including the Commissioner, Services Australia, Department of Veterans' Affairs, Department of Health, Disability and Ageing and the System Governor (as the context permits).
- g. **HCP Program** means the home care packages program under the *Aged Care act 1997* (Cth).
- h. **Market Prime Interest Rate** means the maximum permitted interest rate under the Aged Care Act at the applicable time.
- i. **Prices** means the Fees and charges for the Services which are charged by us, our Third Party Providers or any other suppliers, including the Care Management Fee. This includes the Fees

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and charges set out in Annexure A, any other agreed Fees and any other charges set out in your Budget or any other notification or acknowledgement regarding the Fees and charges payable for Services. These amounts may be increased from time to time in accordance with this Agreement. Any Prices quantified in the Agreement details may be estimates for Budget purposes with the amount payable to be determined in accordance with this Agreement.

- j. **Quarterly Government Funds** means the total amount of Government funds allocated and available for Services under your Support Plan each quarter, including any carry over that is permitted under the Aged Care Act.
- k. **Service Contributions** means the amounts you are required to contribute toward the cost of certain Services, as assessed under the Aged Care Act based on your income and assets.
- l. **Services** means those products and services we provided, or arrange to be provided, under this Agreement.
- m. **Service List** means the then current service list for Support at Home under the Aged Care Act, which as at the date of preparing this Agreement is the service list set out in Annexure H.
- n. **Support at Home** means the Support at Home program funded under the Aged Care Act.
- o. **Support at Home Classification** means the level of funding and support approved for you under the Support at Home program, ranging from level 1 to level 8, which determines the Services you may receive and the amount of government funding available.
- p. **Support Plan** means Support at Home support plan prepared by the Government for you from time to time.
- q. **Third Party Provider** means a service provider engaged by you or us to provide services to you under this Agreement.
- r. **Unspent HCP Funds** means any unspent funds you had under the HCP Program prior to the commencement of the Support at Home program which are to be retained and used under the Aged Care Act for the Support at Home program.

Other capitalised terms have the meaning given to them elsewhere in this Agreement.

13 VARIATIONS TO THIS AGREEMENT

- 13.1 This Agreement may be varied by mutual consent following adequate consultation between you and PFH.
- 13.2 Your consent is not required where a variation is necessary to implement the *A New Tax System Goods and Services Tax) Act 1999*, provided we give you reasonable notice.
- 13.3 Any variation must not conflict with applicable laws, including the Aged Care Act.
- 13.4 If Services are varied, suspended or later recommenced, this Agreement will continue to apply unless new terms are expressly agreed.
- 13.5 If the law changes in a way that affects this Agreement, it will be read subject to those changes. We will inform you and discuss how the change may affect you.

14 ACCEPTANCE OF AGREEMENT

This Agreement will apply, as if you had signed it, if you accept Services in accordance with this Agreement. Acceptance of Services in accordance with this Agreement shall be deemed equivalent to a signed agreement, and as such, this Agreement will be binding and applicable to the party accepting the Services as if it had been physically signed by all relevant parties.

ANNEXURE A – PRICING AND SERVICE SCHEDULE

At People First Healthcare, we believe in transparency regarding our fees and charges. It is important in allowing you to make informed decisions and get the best value out of your package.

Home Care Packages (HCP) and Transition to Support at Home (SAH)

From 1 November 2025, existing Home Care Package (HCP) recipients will be considered grandfathered or transitioning clients under the new Support at Home (SAH) program.

Participants currently receiving HCP services will retain their allocated Level 1 to Level 4 package based on their assessed care needs. The allocation and approval of these packages are determined by the government, and clients will be notified directly of any updates or changes.

From 12 September 2024, newly approved clients will be assigned support under the Support at Home (SAH) program, with services provided under Levels 1 to 8, depending on assessed care needs. These allocations are also determined by government assessment, and clients will receive formal notification upon approval and allocation of their support level.

Your Quarterly Government Funds, Service Contributions and Self-funded Service Fees

Available Government Funding	Quarterly Government Funds	The Government allocates a certain amount of funds to help you pay for your Services and to help us provide you with Care Management, either on an ongoing or short-term basis. The total amount of funding that is available depends on your Classification level and whether you are eligible for additional supplements.
	Carryover of unspent funds from prior quarter	If at the end of quarter there's unspent Government funding, and you have an ongoing Classification, the greater of \$1,000 and 10% of your Quarterly Government Funds will be rolled over to the next quarter by Government. Funding for short-term Classifications, including AT-HM, is for a fixed period and cannot be rolled over.
	Unspent HCP Funds	If you are a pre-12 September 2024 care recipient and you have Unspent HCP Funds, the Government's portion of the Unspent HCP Funds can be used to pay for Services when permitted under the Aged Care Act.
How Services are paid for	Care Management Portion	10% of your Quarterly Government Funds is automatically set aside by Government for Care Management.
	Service Contributions	These are amounts you must pay towards the Services you receive based on your Services Australia assessment.
	Prices	Our Prices determine the Fees that we will claim from your Quarterly Government Funds for the Services you receive. You may need to contribute towards these Prices through your Service Contributions. If you don't have sufficient Quarterly Government Funds to cover the Prices for the Services you want, you can privately pay for these Services by paying additional Fees. This includes Services provided by us, Third Party Providers.
	Surcharge	Under the Aged Care Act, we can charge you a surcharge when you directly source services from someone else (which is currently up to 20%).
Further information to assist you in understanding fees for Support at Home is located at www.health.gov.au		

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Care Management Fee

Care management is a mandatory service that supports you to live safely and independently. It includes:

- regularly assessing your needs, goals and preferences,
- reviewing your home care agreement and care plan with you,
- ensuring your care and services align with other supports,
- partnering with you and your family or carers about your care,
- ensuring your care and services are culturally safe,
- identifying and addressing risks to your safety, health and wellbeing.

Pricing Information

- **Clinical Assessments and Reviews:** As part of your Support at Home package, we complete a one-off clinical assessment when you join us, followed by scheduled clinical reviews of your Care Plan at set intervals. These reviews are conducted by a clinical practitioner (Registered Nurse or Enrolled Nurse) and are billed at the nursing hourly rate set out in the rates schedule below. They are different from our Community Nursing Services, which deliver hands-on, face-to-face clinical care (such as wound care, medication administration, checking vitals and stoma care) and are billed separately. The table below explains each type of review and how it differs from Community Nursing.

Type	When / How Often	What it Involves	Typical Cost
Intake Clinical Assessment	One-off, on admission	A clinical assessment to establish your Care Plan. Includes pre-work, an in-person visit or telehealth consult, and liaising with your Care Partner to complete the documentation and reporting. Typically takes 2.5 to 4.5 hours. Conducted by our internal clinical team, or by a third party associated provider (in which case rates and admin costs may vary).	\$420 to \$800 (depending on complexity and time)
Scheduled Clinical Review	Quarterly or bi-annually (based on your clinical needs and complexity)	A clinical practitioner reviews your Care Plan from a clinical lens. Includes: assessing and monitoring your clinical conditions; reviewing your medication administration; oversight of wound care, continence care and skin integrity; education for you, your family or your Care Partner (where they are not clinically qualified); and specialist linkage and referrals where needed.	\$260 to \$600 per review (depending on level and complexity)

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Type	When / How Often	What it Involves	Typical Cost
		This is a review of your care, not hands-on clinical service delivery.	
Comprehensive Clinical Review	Every 6 to 12 months, or sooner if assessed by your Care Partner or our clinical team	A deeper in-person visit (or telehealth where an in-person visit is not possible) to review your clinical needs alongside your non-clinical care management, and to liaise with your other providers to further develop your clinical goals. More comprehensive than the scheduled review above.	Billed at the nursing hourly rate (see rates schedule)
Other Clinical Services <i>(for comparison - billed separately)</i>	Ongoing, on a regular schedule as set out in your Care Plan	Hands-on, face-to-face nursing care/Allied Health delivered in your home on a regular basis. Delivered by Registered Allied Health Practitioners.	Billed per visit at the nursing hourly rate (see rates schedule)

- **Welfare Visits:** Where required, we may also conduct welfare visits in addition to the reviews above. These are billed according to the rates schedule below.
- **Standard Service Duration:** Our standard service is designed to meet your needs and typically has a duration of 2 hours.
- **Transport Charges:** When transportation using a staff vehicle is necessary, charges will be calculated based on the distance travelled per kilometre.
- **Parking Fees Responsibility:** Any parking fees incurred during the provision of our services are the responsibility of the client.
- **Emergency call-outs:** In situations requiring immediate assistance or an emergency call-out, there may be a call-out charge in addition to the regular service rate.
- **Extended Care in Sleepover Shifts:** For sleepover shifts where more than 2 hours of active services are provided, the additional hours will be charged at the active rate.
- **Price Adjustment:** People First Healthcare retains the right to adjust pricing in accordance with changes in Wage Awards or any changes in the Aged Care Act including the Support at Home Changes.
- **Third Party Service Provision:** Any services, purchases and reimbursements related to eligible and included services and expenses under Support at Home which are provided by third party vendors will attract 5% to 20% administration charges to cover for processing and overheads and the charges will apply based on the provider of the service. We may estimate Prices for Services delivered by Third Party Providers or other third party suppliers in the monthly statement if we have not received their invoices. Any adjustments will be made in the monthly statement you receive after we actually receive the supplier invoice.

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Services Description

- **Domestic Care:** Our services encompass a wide range of household activities aimed at creating a clean and comfortable living environment. This includes tasks such as cleaning bathrooms and toilets, vacuuming, mopping floors, dishwashing, washing clothes, and ironing.
- **Personal Care:** Involves providing attentive and compassionate support to our clients in their daily routines. Our caregivers assist with activities such as showering, toileting, grooming, food preparation, and, when necessary, feeding. We also offer mobility assistance to ensure your comfort and safety.
- **Respite Care:** Designed to give primary caregivers and family members a well-deserved break from their caregiving responsibilities. Our trained professionals step in to provide essential care, which can include showering, feeding, food preparation, and companionship.
- **Nursing Services:** Our Nursing Services are delivered by Registered and enrolled Nurses who are highly skilled and trained to provide specialised care. This includes tasks such as wound management, administering and monitoring medication dosages, and addressing a wide range of health-related needs.

If you request, PFHC will give the following information and documents within 7 days: (a) a clear and simple presentation of the provider's financial position; and (b) a copy of the most recent statement of the audited accounts of the service delivery branch or the organisation that includes the service delivery branch.

SUPPORT AT HOME PRICE GUIDE 2026

Contribution Category	Service Type	Service	Hourly Rate				
			Weekday	After Hours	Saturday	Sunday	Public Holiday
Clinical Supports	Care Management	Home support care management	\$180.00	N/A	N/A	N/A	N/A
	Restorative care management	Home support restorative care management	\$180.00	N/A	N/A	N/A	N/A
Independence	Personal Care	Assistance with selfcare and activities of daily living	\$120.00	\$130.00	\$140.00	\$180.00	\$220.00
	Transport	Direct transport (driver and car provided) - up to 20km	\$120.00	\$130.00	\$140.00	\$180.00	\$220.00

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	Transport	Direct transport (driver and car provided) - over 20kms	\$150.00	\$160.00	\$170.00	\$210.00	\$250.00
	Respite	Respite care	\$120.00	\$130.00	\$140.00	\$180.00	\$220.00
	Social support and community engagement	Group Social Support	\$100.00	N/A	N/A	N/A	N/A
	Social support and community engagement	Accompanied Activities	\$140.00	N/A	N/A	N/A	N/A
	Social support and community engagement	Individual social support	\$140.00	N/A	N/A	N/A	N/A
	Personal Care - Overnight	Assistance with selfcare and activities of daily living	Please speak to your Care Partner				
Everyday Living	Domestic assistance	General house cleaning	\$120.00	\$130.00	\$140.00	\$180.00	\$220.00
	Meals	Meal preparation	\$120.00	\$130.00	\$140.00	\$180.00	\$220.00
Clinical Supports	Allied health and other therapeutic services	Occupational Therapy Podiatry Physiotherapy	\$199.50	N/A	N/A	N/A	N/A
	Nursing care	Nursing	\$168.00	N/A	N/A	N/A	N/A
	Allied health and other therapeutic services	Speech and language therapy	\$210.00	N/A	N/A	N/A	N/A
Everyday Living	Maintenance Services	Electrical; Plumbing, Handyman and Guttering Maintenance	From \$180.00	N/A	N/A	N/A	N/A

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NOTE:

- Any further services that are provided to you will be provided in accordance with the Support at Home Service List (and as applicable under the Aged Care Act). Refer to Annexure D.
- All Services are commenced on a minimum 2 hour shift, except for care management and individual social support which is completed in 15 or 30 minute increments.
- The Support at Home Price Guide Listed above is the authorised price (**Authorised Price**). This means that the cost of those Services is authorised and agreed by us and you up to the Authorised Prices. If the Price of a Service exceeds the Authorised Price, that Price must be confirmed or agreed before Services are received or provided.
- Details of the Services you will receive and the Prices of those Services will be contained in your Care Plan and Budget. Our most frequently charged price for services will be reported to the System Governor, and also available on both the MyAgedCare and our website.

Third Party Services

- If we source a service from a Third Party Provider or you request a reimbursement from a third party, we may charge you and you must pay us a surcharge up to the maximum permitted under the Aged Care Act (up to 20% of the price). The applicable surcharge will depend on factors including, but not limited to, the type of service, contractor availability, regional considerations, and the management of those Third Party contractors.
- **AT-HM Administration and Coordination – Statutory Caps:** Notwithstanding the general third party surcharge above, where we perform administration or coordination activities under the AT-HM scheme, the following mandatory caps apply: (a) Assistive Technology Administration: our charge for sourcing, purchasing and organising assistive technology items must not exceed 10% of the cost of the item or item bundle, or \$500, whichever is lower — this charge is claimed from your AT-HM funding and cannot be claimed as a care management activity; (b) Home Modification Coordination: our charge for managing home modification works (including project management, approvals and subcontractor management) must not exceed 15% of the total quoted cost of your home modifications, or \$1,500, whichever is lower; (c) Wrap-Around Services: wrap-around services (such as delivery, setup, training and follow-up health professional visits) are billed separately from the above caps, funded from your AT-HM allocation, and carry a 0% participant contribution rate.
- **Reimbursements – Conditions:** Before reimbursing you for any item or service, we must confirm that: (a) the item or service appears on the Support at Home service list; (b) you are approved to receive that service as outlined in your Notice of Decision and support plan; (c) the item or service is included in your care plan and the price is reflected in your individualised budget; and (d) the reimbursement arrangement has been discussed with you and documented. We may decline to reimburse items that do not satisfy all of these requirements. Claims for reimbursements must be finalised within 60 days after the end of the applicable funding quarter.

Third Party Price Guide:

These prices reflect the indicative 20% additional surcharge.

Clinical Supports/ Independence	Allied health and other therapeutic services	Occupational Therapy Podiatry Osteopathy Remedial Massage and Physiotherapy	\$239.40
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	Nursing care	Nursing	\$201.60
	Allied health and other therapeutic services	Speech and language therapy	\$252.00
Everyday Living	Maintenance Services	Electrical; Plumbing, Handyman and Guttering Maintenance	From \$216

Affiliated Providers, Pricing, and Client Choice

Affiliated Providers

- People First Healthcare (“PFH”) advises that it maintains affiliations with the following entities for the purposes of service delivery under the Support at Home Program:
 - (a) InOne Healthcare – allied health services;
 - (b) ACE Renovation Group – home maintenance, home modification, and equipment installation services; and
 - (c) Future Workforce – Training Organisation (RTO).
 - (d) Partner with Care – Aged Care Provider
- These affiliations support continuity of care, service coordination, and access to appropriately qualified providers. The Client is under no obligation to engage any affiliated provider and may elect to use alternative providers at any time.

Pricing and Quotes

- All service price rates are set in accordance with this Agreement and the Price Guide provided to the Client and apply unless otherwise varied in writing. Where a service requires a specific quote, PFH will provide the quote to the Client for approval prior to the commencement of services, and no works will proceed without such approval.

Service Delivery

- PFH may engage internal employees and/or external contractors, including affiliated entities, to deliver Home Maintenance, Equipment, and Allied Health services. All providers engaged by PFH will be appropriately qualified and services will be delivered in accordance with applicable program requirements, professional standards, and safety obligations.

Home Maintenance and Equipment Services

- Where home maintenance, modifications, or equipment installation are required, ACE Renovation Group will obtain a minimum of two (2) to three (3) quotes from independent contractors to

SUPPORT AT HOME SERVICE AGREEMENT

ensure competitive, market-based pricing, value for money, transparency, and compliance with Support at Home pricing and prudential requirements.

No Improper Benefit

- PFH does not receive financial incentives, commissions, or benefits that would override Client choice or compromise service quality. All recommendations are made solely on the basis of the Client's needs, safety considerations, and best-practice care outcomes.

Client Choice and Control

- The Client retains full choice and control over:
 - (a) the selection of service providers;
 - (b) whether affiliated or non-affiliated providers are engaged; and
 - (c) approval of all quotes prior to the commencement of works.

ANNEXURE B – CO-CONTRIBUTION

Home Care Packages (HCP) and Support at Home (SAH) Transition

From 1 November 2025, existing HCP clients (Levels 1–4) will transition to the new Support at Home (SAH) program based on their assessed care needs. Clients will be notified by the government upon approval and allocation. From 12 September 2024, all new clients will enter the SAH program (Levels 1–8) directly, following assessment and government approval. You must pay your Service Contributions, Self-funded Service Fees and any other agreed Fees in the method and according to the cycle set out in the Agreement Details or notified to you.

Under both HCP and SAH, clients may be asked to contribute to the cost of their care:

- Current HCP clients continue to pay an income-tested care fee (if applicable), as assessed by Services Australia.
- Under SAH, a new co-contribution model will apply. This may include a standard contribution and possibly an income-based fee, depending on individual financial circumstances.

Details of co-contributions

Under both HCP and SAH, clients may be required to contribute to the cost of their care.

- Current HCP clients will continue under the existing income-tested care fee model (assessed by Services Australia).
- SAH clients will transition to a new co-contribution model based on three support categories:
 - Clinical Supports
 - Independence Supports
 - Everyday Living Supports

Client Type	Clinical Supports	Independence Supports	Everyday Living Supports
Full Pensioner	0%	5%	17.5%

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Part Pensioner	0%	5%–50%*	17.5%–80%*
CSHC Holder (Self-funded retiree)	0%	5%–50%*	17.5%–80%*
Self-funded retiree (not eligible for CSHC)	0%	50%	80%

Under the Australian Government's Support at Home Program, your eligibility and level of financial contribution toward funded aged care services will be determined through a **means test** conducted by the Government. Based on this assessment, you will be advised of the percentage you are required to co-contribute to the cost of services provided.

By signing this Agreement, you acknowledge and agree to pay any applicable contributions as determined through the means test for the aged care services we deliver to you.

Financial hardship assistance can help you, if for reasons beyond your control, you can't afford your aged care costs. More information on unrealisable assets is available on the <https://www.myagedcare.gov.au/financial-hardship-assistance#how-apply-assistance>

ANNEXURE C – STATEMENT OF RIGHTS

Below is the full Statement of Rights from section 23 of the new Aged Care Act 2024.

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
 - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - (b) palliative care and end-of-life care when required.

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Quality and safe funded aged care services

- (3) An individual has a right to:
- (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.
- Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

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- (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
 - (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority

Allocated roles and responsibilities

- (1) Your and our Roles and Responsibilities are determined having regard to our obligations under the Aged Care Act and your preferences.
- (2) The initial roles and responsibilities are set out in this clause. We will review these with you if your choices or needs or circumstances change or if we have concerns about your level of self-management.

ANNEXURE D – FULLY COORDINATED SERVICES

Fully Coordinated Activities	You	Us	You and Us
Identifying and reviewing care needs			
What we must do under the Aged Care Act			
Initial assessment of your needs	X	✓	X
Developing your initial Care Plan	X	X	✓
Reviewing and updating your Care Plan	X	X	✓
Allocated responsibilities			
Communicating changes to your needs or circumstances	✓	X	X
Raising concerns about your ability to or the suitability of a fully coordinated arrangement	✓	X	X
Moving to fully managed if you can no longer be fully coordinated	✓	X	X
Engaging Third Party Providers			
What we must do under the Aged Care Act			
Providing you with support to identify potential Service Providers	X	✓	X
Ensuring Third Party Providers are suitable, are appropriately qualified and hold all compliance-related checks and clearances	X	✓	X
Assisting you to contact and communicate with Third Party Providers	X	✓	X
Ongoing review and management of the suitability of Third Party Providers	X	✓	X
Allocated responsibilities			
Selecting Third Party Providers	X	✓	X
Telling us which Third Party Providers you have a preference for (if any)	✓	X	X
Outlining checks to be undertaken in respect of Third Party Providers, including police checks and evidence of training and qualifications	X	✓	X
Negotiating amounts Third Party Providers charge, including hourly rates, cancellation fees, price increases and any charges imposed on late payments	X	✓	X

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Establishing the method by which Third Party Providers are paid	X	✓	X
Documenting the engagement of Third Party Providers	x	✓	X
Requiring Third Party Providers engaged to provide written assurances to us (in a form we require) that they will hold necessary qualifications and clearances and provide us with required documents and information	X	✓	X
Scheduling services (days and times)	X	✓	X
Changing or cancelling scheduled services	X	✓	X
Providing agreed support services	X	X	X
Supervising Third Party Providers and directing tasks	X	✓	X
Ongoing review and management of the suitability of Third Party Providers	X	✓	X
Monitoring the performance of Third Party Providers	X	✓	X
Monitoring that Third Party Providers continue to be appropriately qualified and hold all compliance-related checks and clearances	X	✓	X
Fully Coordinated Activities	You	Us	You and Us
Making arrangements to cover situations where Third Party Providers are absent (e.g., they are on leave or unable to attend)	X	✓	X
Identifying and communicating concerns about Third Party Providers and the quality of the services provided	X	X	✓
Terminating engagement of Third-Party Providers if unsuitable or no longer required	X	✓	X
Paying Third Party Providers			
What we must do under the Aged Care Act			
Providing guidance about spending parameters	X	✓	X
Allocated responsibilities			
Determining whether sufficient funds are available to pay Third Party Providers before engaging them	X	✓	X
Checking whether invoices are correct	X	✓	X

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Asking Third Party Providers to reissue or clarify invoices	X	✓	X
Dealing with disputes arising from Third Party Provider invoices	X	✓	X
Paying for services included in your Care Plan from available Government Funding and your Service Contribution	X	✓	X
Paying for services not funded by your Government Subsidy	✓	X	X
Monthly statement			
What we must do under the Aged Care Act			
Issuing a monthly statement of what you have spent and the available Government Subsidy	X	✓	X
Setting and monitoring your Budget			
What we must do under the Aged Care Act			
Developing your initial Budget	X	X	✓
Allocated responsibilities			
Reviewing and updating your Budget	X	X	✓
Monitoring spending from your Quarterly Government Funds against your Budget	X	X	✓
Ensuring spending does not exceed your available Quarterly Government Funds	X	X	✓
Fully Coordinated Activities	You	Us	You and Us
Service Contributions			
Allocated responsibilities			
Paying Service Contributions	✓	X	X
Paying for Services not allowed for in and covered by your Budget	✓	X	X
Incidents and complaints			
Allocated responsibilities			
Reporting incidents to us	✓	X	X
Telling us if you have concerns about Third Party Providers or any disputes with them	✓	X	X

ANNEXURE E - Support at Home Service List

Participant contribution category	Service type	Services	In scope	Out of scope
Clinical supports Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.	Nursing care	- Registered nurse - Enrolled nurse - Nursing assistant - Nursing care consumables - Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants.	- Community based nursing care to meet clinical care needs such as: - assessing, treating and monitoring clinical conditions - administration of medications - wound care, continence management (clinical) and management of skin integrity - education - specialist service linkage	- Subsidised through other programs: - services more appropriately funded through other systems (e.g., health or specialist palliative care)
	Allied health and other therapeutic services	- Aboriginal and Torres Strait Islander health practitioner - Aboriginal and Torres Strait Islander health worker - Allied health therapy assistant - Counsellor or psychotherapist - Dietitian or nutritionist - Exercise physiologist - Music therapist - Occupational therapist - Physiotherapist - Podiatrist - Psychologist - Social worker - Speech pathologist	- Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home. - Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity. - Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate. - Interventions can be provided: - in person or via telehealth - individually or in a group-based format (e.g. clinically	- Subsidised through other programs: - other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan, Mental Health Plan) - services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care) - management of conditions unrelated to age/disability related decline (e.g., acute mental health)

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Participant contribution category	Service type	Services	In scope	Out of scope
			supervised group exercise classes). - A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so. - Prescribing and follow-up support for Assistive Technology and Home Modifications	
	Nutrition	Prescribed nutrition Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.	Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.	- General expenses: - Products that are not prescribed for age related needs (e.g., weight loss)
	Care management	Home support care management	- Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination; monitoring, review and evaluation; advocacy; and support and education). - Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.	Administrative costs funded through prices on services.
	Restorative care management	Home support restorative care management	Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway.	Administrative costs funded through prices on services.

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Participant contribution category	Service type	Services	In scope	Out of scope
			Care partners will hold clinical qualifications.	
Independence Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.	Personal care	- Assistance with self-care and activities of daily living - Assistance with the self-administration of medication - Continence management (non-clinical)	- Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene). - Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs). - Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids)	- General expenses: - professional services that would usually be paid for (e.g., waxing, hairdressing). - Subsidised through other programs: - services more appropriately funded through the health system (e.g., pharmaceuticals, dose administration aids).
	Social support and community engagement	- Group social support - Individual social support - Accompanied activities - Cultural support - Digital education and support - Assistance to maintain personal affairs - Expenses to maintain personal affairs	- Services that support a person's need for social connection and participation in community life. Support may include: - service and activity identification and linkage - assistance to participate in social interactions (in-person or online) - visiting services, telephone and web-based check-in services - accompanied activities (e.g., support to attend appointments). - Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual,	- General expenses: - costs to participate in an activity (e.g., tickets, accommodation, membership fees.) - the purchase of smart devices for the purpose of online engagement - service fees (e.g., funeral plans, accountant fees). - Subsidised through other programs: - the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.

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Participant contribution category	Service type	Services	In scope	Out of scope
			transgender and/or intersex people. Support may include: ○ assistance to access translating and interpreting services and translation of information into the older person's chosen language ○ referral pathways to advocacy or community organisations ○ assistance in attending cultural and community events. • Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g., paying bills online, accessing telehealth services, connecting with digital social programs). • Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services	
	Therapeutic services for independent living	• Acupuncturist • Chiropractor • Diversional therapist • Remedial masseuse • Art therapist • Osteopath	• Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home. • Treatment programs should aim to provide	• Subsidised through other programs: ○ other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan) ○ services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs,

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Participant contribution category	Service type	Services	In scope	Out of scope
			the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate. - Interventions can be provided: - in-person or via telehealth - individually or in a group-based format (e.g., diversional therapist led recreation program). - A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so. - Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline. - Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation.	medical diagnosis and treatment, medicine dispensing, psychiatry, dental care) - management of conditions unrelated to age/disability related decline (e.g., acute mental health) - services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception). - General expenses: - massage for relaxation - costs to participate in recreation programs (e.g., tickets, accommodation, membership fees, supplies to participate like craft materials).
	Respite	Respite care	Supervision and assistance of an older person by a person other than their usual	Subsidised through other programs:

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Participant contribution category	Service type	Services	In scope	Out of scope
			informal carer, delivered on an individual or group basis, in the home or community.	residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).
	Transport	- Direct transport (driver and car provided) - Indirect transport (taxi or rideshare service vouchers)	Group and individual transport assistance to connect an older person with their usual activities.	- General expenses: - purchase of an individual's car and an individual's vehicle running costs - licence costs - professional transit services (e.g., public transport, flight, ferry) - claiming transport costs where state-based or local government travel assistance programs are available - travel for holidays.
	Assistive technology and home modifications	- Assistive technology - Home modifications	Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.	
Everyday living Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.	Domestic assistance	- General house cleaning - Laundry services - Shopping assistance	- Essential light cleaning (e.g., mopping, vacuuming, washing dishes). - Launder and iron clothing. - Accompanied or unaccompanied shopping.	- General expenses: - professional cleaning services that would usually be paid for (e.g., pest control, carpet cleaning, dry cleaning) - pet care - cost of groceries and other purchased items.
	Home maintenance and repairs	- Gardening - Assistance with home maintenance and repairs	- Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access). - Essential minor repairs and maintenance where	- General expenses: - professional gardening services that would usually be paid for such (e.g., tree removal,

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Participant contribution category	Service type	Services	In scope	Out of scope
		Expenses for home maintenance and repairs	the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle).	landscaping, farm or water feature maintenance). - gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost). - professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair) - services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance).
	Meals	- Meal preparation - Meal delivery	- Support to prepare meals in the home. - Pre-prepared meals.	- General expenses: - cost of ingredients - takeaway food delivery - meal delivery for other members of the household.

Useful Links and Information

This section brings together the contacts and resources you may find helpful during your time with People First Healthcare. Your Care Partner is your first point of contact for anything you need, but the information below is also available directly should you prefer.

Feedback and Complaints to People First Healthcare

We'd love to hear from you, whether it's something we're doing well or something we can improve. You can reach our dedicated feedback line on [1800 434 002](tel:1800434002) or [03 7305 1740](tel:0373051740) or email feedback@pfhcare.com.au. We aim to acknowledge and respond to all feedback within 1 to 2 business days. You can also raise feedback through your Care Partner if you prefer.

If you would prefer to raise concerns externally, you can contact My Aged Care or the Aged Care Quality and Safety Commission directly. Their details are listed in the table below.

Translation and Accessible Formats

If you would like this letter, or any other document, provided in another language or in an accessible format, please let your Care Partner know. If they are unable to assist, you can contact My Aged Care or the Aged Care Quality and Safety Commission directly using the links below. You can also call the Translating and Interpreting Service (TIS National) on [131 450](tel:131450) at any time, 24 hours a day, 7 days a week.

Helpful Resources and Contacts

Resource	What it is and how to access
Statement of Rights (My Aged Care)	Your rights as a person receiving aged care, including the right to choice, safe and quality care, privacy, and to give feedback. See: myagedcare.gov.au/rights-and-choices/your-rights-aged-care
Complaints Process (My Aged Care and Aged Care Quality and Safety Commission)	If you wish to raise a concern with an independent body, the Aged Care Quality and Safety Commission can take complaints free of charge. Call 1800 951 822 or see: myagedcare.gov.au/contact-us/complaints
Privacy Statement	How your personal and health information is handled under the Australian Privacy Principles. See: health.gov.au/about-us/corporate/privacy . A copy of People First Healthcare's own Privacy Policy is available on request from your Care Partner.
Advocacy (OPAN)	The Older Persons Advocacy Network (OPAN) provides free, independent and confidential advocacy support for older people receiving aged care services. Call 1800 700 600 or see: open.org.au

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Resource	What it is and how to access
Seniors Rights Victoria	Free and confidential information, advice, support and legal advice for older Victorians experiencing elder abuse or wanting to know more about their rights. See: seniorsrights.org.au . A brochure is also available on request from your Care Partner.
Elders Rights Advocacy	Free, independent, confidential information and support. Call 1800 700 600 or (03) 9602 3066
Translation Service (TIS National)	If you or your family need help in a language other than English, our staff can arrange an interpreter through the Translating and Interpreting Service (TIS National). You can also call them directly on 131 450 (24 hours, 7 days). See: tisnational.gov.au
Code of Conduct for Aged Care	The standards of behaviour expected of approved aged care providers, their staff, and contractors. See: agedcarequality.gov.au/providers/code-conduct-aged-care
Pricing Schedule	Our standard pricing is set out in Annexure A of this Agreement. Information on Support at Home government pricing is also available at health.gov.au/our-work/support-at-home/pricing .