



# Home Care Packages Pricing Update

November 2022

The Australian Government understands that one of the top concerns for older Australians in the Home Care Packages (HCP) Program is the high administration and management charges set by some providers.

That's why the Government is taking action to reduce excessive charges and improve your ability to compare prices between providers.

## What's changing?

From **1 January 2023**, providers must charge no more than:

- 20 per cent of the package level for care management
- 15 per cent of package level for package management

Depending on your package level, you can be charged up to the following per fortnight:

Level	Care management	Package management
Level 1	\$70.42	\$52.78
Level 2	\$123.90	\$92.96
Level 3	\$269.50	\$202.16
Level 4	\$408.66	\$306.46

**These are the maximum prices for these services and these prices will go up with subsidy increases.**

From 1 January 2023, providers will also not be allowed to charge:

- Exit fees.
- Package management in a month where you do not receive any services other than care management.
  - This is different than when you ask to take leave from your package, such as when you access respite care or go to hospital. When you take leave, your provider cannot charge for any services, including care and package management.

- Separate charges for brokerage or subcontracting of third-party goods or services. This means that the price your provider charges must be all-inclusive and agreed with you before services commence or the good is purchased. For example:
  - If you use the cleaning services of your choice, your provider cannot add a separate amount to your monthly statement, and instead must agree a price with you that covers their business costs and the cost of the service.
  - If you require a mobility aid and your provider sources the item for you, your provider must agree the total price, including any business costs they need to include, with you before the purchase and cannot charge a separate handling or invoicing fee.
  - If you require a minor home modification and your provider hires a subcontractor to deliver this, your provider must agree the total price with you before the work commences and cannot charge a separate handling or invoicing fee.

## **How will this affect my Home Care Package?**

If your provider is charging above the care and package management caps they will need to reduce these prices from 1 January 2023.

Most providers already charge less than the caps for care and package management. As such, these changes may not result in a change to the amount you currently pay.

The charges you pay for these services ensure you continue to receive high quality services from your provider:

- Care management is a mandatory service, and your provider must:
  - regularly assess your needs, goals and preferences,
  - review your home care agreement and care plan with you,
  - ensure your care and services align with other supports,
  - partner with you and your family or carers about your care,
  - ensure your care and services are culturally safe,
  - identify and address risks to your safety, health and wellbeing.
- Package management is a service that supports delivery of a HCP, and can cover administrative activities that your provider must do, such as:
  - establishing and managing home care budgets,
  - coordinating and scheduling services and workers,
  - preparing invoices and monthly statements,
  - complying with regulatory and assurance activities.

Providers will also need to adjust their pricing models to remove exit fees and separate charges for brokerage and subcontracting. While this may mean some reasonable increases in charges for services, it will ensure that the published price is the price you pay with no hidden charges.

## What do I need to do?

If your provider needs to lower their care and package management charges to comply with the caps, they will let you know about any changes.

### **You do not need to do anything for these lower charges to be implemented.**

Keep in mind that your provider may increase their prices for goods and services, but any changes must be reasonable.

If your provider increases their prices, as always:

- Your provider must seek your consent before raising them.
- You have the right to understand all charges, price increases and what they mean.
- Your provider must explain their price increase, including:
  - what prices are changing,
  - why they need to change their prices,
  - what those prices include, and
  - when the new prices will start.

If you have concerns about changes to prices, you can:

- Talk to your provider in the first instance so they can explain their prices and to see if you can negotiate a lower one.
- Learn more by visiting '[Agreeing to a Home Care Package](#)' on the My Aged Care website or call the My Aged Care contact centre on **1800 200 422**.
- Compare your provider to others in your area using the '[Find a Provider](#)' tool.
- Contact the Australia-wide Older Persons Advocacy Network (OPAN) by:
  - Calling **1800 700 600** (available 8am to 8pm, Monday to Friday and 10am to 4pm Saturday) for information about your rights and support to talk to your provider.
  - Visit [open.org.au](http://open.org.au) to learn more about how OPAN can help you.
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or online by visiting [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).



Phone **1800 200 422**  
(My Aged Care's free call phone line)



Visit **[agedcareengagement.health.gov.au](http://agedcareengagement.health.gov.au)**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit [nrchat.nrscall.gov.au/nrs](http://nrchat.nrscall.gov.au/nrs) or call 1800 555 660.