



Home Care Packages Program: Additional guidance for care recipients

More older people are choosing to remain in their own homes as they age. The Home Care Packages Program supports older people experiencing age-related functional decline to access services and care while maintaining their safety and security at home.

This fact sheet will support you to better understand your monthly statement and the responsible use of Home Care Package funds. It accompanies the **Consumer Guidance Understanding your Home Care Package statement**.

To help you with your Home Care Package:

- Check your monthly statement is clear. It should support you and those who help you to know what your Home Care Package funds are being used for and what you are being charged.
- Check you received each of the goods or services in your monthly statement.
- Your statement must continue to show your unspent funds balances. This includes:
 - the Commonwealth portion (held by Services Australia), and
 - your contributions (if any held by the provider).

- Your provider should not charge you for package management in a statement month where you did not receive any care or services (other than care management).
- Care management and package management charges are legally capped and should not be more than:
 - 20% of your Home Care Package level for care management, or
 - 15% of your Home Care Package level for package management.
- Your account should not go into deficit. If your monthly statement has a negative balance, talk to your provider first. If that does not help, get in touch with the Aged Care Quality and Safety Commission on **1800 951 822**.
- Detailed information about monthly statements is available at [Consumer Guidance Understanding your Home Care Package statement](#).
- If you are worried about fraudulent behaviour, contact the Department of Health and Aged Care with details of your concerns via email at: reportfraudorcorruption@health.gov.au
- You must not pressure your provider to pay for goods and services that you need to purchase out of your general income, like any other Australian regardless of age. All providers must deliver the Home Care Package Program as per legislated requirements.
- Beware of providers who try to 'lure' you with promises of funding what your current provider has said it cannot legally fund.
- If you self-manage your Home Care Package budget, you must work with the provider to ensure they spend funds on legally approved purposes only. Ultimately the provider remains responsible for the correct use of program funds.

Further information is available at [Home Care Packages Program Manual for Care Recipients](#).

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

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