



Appendix B – Home Care Packages (HCP) Program pricing schedule (introduced 1 July 2019)

As of 1 July 2019, HCP providers must publish a pricing schedule to enable older people to make direct comparisons between home care providers.

What is a pricing schedule?

The pricing schedule has been designed to:

- encourage older people to consider other factors in addition to the price of the service when choosing an approved provider
- provide clear and unambiguous pricing information on common home care services
- achieve price comparability across common home care services
- limit any impact on providers to innovate by catering for different business models
- ensure equity in the requirements across providers and allowing dedicated areas to promote their value statement and point of difference.

The pricing schedule includes 5 common home care services:

- personal care
- nursing
- cleaning and household tasks
- light gardening
- in-home respite.

Find more information on [pricing for the HCP Program](#).

What providers need to do

All home care providers are required to publish their pricing information in a standardised pricing schedule on the [My Aged Care Find a Provider tool](#).

Within the pricing schedule:

- Providers will need to nominate a single price (the most common) for each common home care service within the pricing schedule.
- Where providers offer genuine care recipient choice of different prices for a service, they will also be able to enter the minimum and maximum price points.
- Providers will be able to complete a different pricing schedule where required. For example to account for regional variability in pricing.

A copy of the pricing schedule must be included within a care recipient's Home Care Agreement. This ensures the published price is a meaningful and accurate indication of the costs charged under a HCP.

Find more information on [publishing prices for HCP](#).

Relationship between published and contracted price

The price published in a provider's pricing schedule will be the default price charged.

There are situations where the contracted price will need to differ from the published price. For example, where the care recipient has a particular request. In these instances, the home care provider will need to negotiate and agree a price with their care recipient.

This difference in price and accompanying reason will need to be clearly outlined within the Home Care Agreement and individualised budget. It is expected this would be an exception. In most instances, the price published will be the price charged.

Price reviews

Providers must review annually, and if required, update their pricing schedule on My Aged Care. This will ensure accurate pricing information is published. Current pricing information must also be included within each individual Home Care Agreement.

As discussed in the [HCP Program Operational Manual](#), providers are required to complete one of the following to show they have reviewed their pricing schedule:

- Report they have done so by entering 'Confirm review of pricing information' in the [My Aged Care Services and Support Portal](#).
- Update their price list, which will automatically reflect the 'last updated date' in the department's system. This is sufficient evidence the provider reviewed their price list.

Staff travel

Providers must include any travel costs in their pricing schedules and care recipients' Home Care Agreement and monthly statements.

Providers can indicate if they charge a per kilometre cost for a care worker to travel to the care recipient's location (i.e. staff travel) to deliver care or services, such as care management, nursing, cleaning.

Staff travel is different from transport or social services, where a staff member travels with a care recipient to accompany them to appointments or events. It is also different from the [vehicle travel allowance](#) under the Social, Community, Home Care and Disability Services (SCHADS) Award, which contributes to the costs of operating an employee's vehicle.

Providers must:

- consider whether it is reasonable to charge for staff travel time separately from service prices, taking into consideration their location, business model and staffing requirements
- publish staff travel prices on [My Aged Care](#) per km
- explain their approach to any separate cost (e.g., if it is charged separately or included in the service price).

Care management

Care management (often called case management or care coordination) is a mandatory component of every HCP, even for care recipients who choose to self-manage.

The pricing schedule provides an opportunity for providers to better define care management and educate older people. Providers need to indicate the cost for care management services and outline their approach to care management in their pricing schedule.

Care management should ensure there is no overlap, over-servicing or mismanagement of services. These services may be provided in different ways including face-to-face or via phone or email.

Find more information on [charging for care management](#).

Administration costs

There are 2 different components to administration costs:

- package management costs
- other administration costs.

Package management refers to the ongoing organisational activities associated with ensuring the smooth delivery and management of a HCP. It may include the costs for

- preparing monthly statements
- managing package funds
- compliance and quality assurance activities required for home care.

Providers can include their fortnightly package management costs across each package level in their pricing schedule.

Package management does **not** include:

- costs that are unrelated to supporting a care recipient's care
- costs associated with running any business (e.g., marketing, office rent and insurance)
- activities completed before a person enters into a Home Care Agreement.

Any other administrative costs that need to be recouped from a HCP (apart from package management) will need to be included in the unit price for specific care services. This will ensure people can see the all-inclusive cost of delivering the service. Providers cannot charge more than a reasonable amount for any administration-related costs.

Find more information on [charging for package management](#).

Third-party services

Providers should explain their approach to charging for third-party services.

Since 1 January 2023, providers cannot charge separately for costs associated with third-party services. Find more information on [1 January 2023 pricing changes](#).

Find more information on [setting prices for third-party services](#).

Median home care prices

On a quarterly basis, we publish [national median prices](#) for:

- common home care services
- care management
- package management.

This provides price transparency to care recipients, their families and carers.

Compliance

All home care providers are required to publish a pricing schedule. This is to ensure consistency across the sector and allow all older people to benefit.

Providers' compliance with these requirements is actively monitored. Compliance action may be taken, consistent with the compliance policy and procedures, as discussed throughout the [HCP Program Operational Manual](#).