



Summary of main changes to the Home Care Packages (HCP) Program Provider Manual

November 2024

HCP Manual chapter	Content change	Description
General	Content updates and editorial changes to formatting	<p>Updates throughout include:</p> <ul style="list-style-type: none">• formatting• grammar and spelling• program clarifications• program interface information• new document template• new graphics/images to align with new document style• reference to Quality Standards• reference to My Aged Care Service and Support Portal (previously My Aged Care Provider Portal)• reference to aged care assessors and aged care assessments (previously ACATs, ACAS and RAS)• culturally appropriate language, including:<ul style="list-style-type: none">○ changing 'older Australians' to 'older people in Australia' throughout○ changing 'Aboriginal and Torres Strait Islander people' to 'First Nations people'• links and websites• removal of appendices to become separate publications, listed alongside the manual. <p>For more information, see all updates detailed by section below.</p>

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Section 1 - Introduction		
1.1	Editorial change relating to formatting	<ul style="list-style-type: none"> New template does not refer to date on each page. Updated to note that date is only stated on front page.
1.5	Content update	<ul style="list-style-type: none"> National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC) information added.
Section 2 – About the HCP Program		
2.1	Content update	<ul style="list-style-type: none"> Addition of respecting identity, diversity, culture, and spirituality.
2.2	Content updates and editorial changes	<ul style="list-style-type: none"> Addition to clarify age eligibility Update to clarify terminology for Quality Standards in 2.2. and throughout manual. Addition to clarify disability eligibility Tenses changed on Improved Payment Arrangements. Addition of care management and package management caps information to align with the rest of the manual.
2.3	Image update	<ul style="list-style-type: none"> Image updated to reflect appropriate terminology for First Nations peoples.
2.4	Content update	<ul style="list-style-type: none"> Update to culturally safe language.
2.5	Editorial change	<ul style="list-style-type: none"> Updates to wording to introduce Principles. Principles image update to reflect current Principles and improve format. Update to name of Aged Care Business and Workforce Advisory Service.
Section 3 – Rights and responsibilities		
3.4	Editorial change	<ul style="list-style-type: none"> Update to Charter of Aged Care Rights link.

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3.5	Content update	<ul style="list-style-type: none"> Image link updated. Wording added to refer to location of image in the manual.
3.7	Content update	<ul style="list-style-type: none"> Update to definition of and links to Serious Incident Response Scheme (SIRS).
Section 4 – Becoming an approved provider		
4.3	Content update	<ul style="list-style-type: none"> Update to reference of Administrative Appeals Tribunal (AAT) to Administrative Review Tribunal (ART).
Section 5 – Preparing to deliver services as an approved provider		
5.1	Content and editorial change	<ul style="list-style-type: none"> Updated graphic replacing former National Approved Provider System (NAPS) with new Government Provider Management System (GPMS) information.
5.2	Editorial change	<ul style="list-style-type: none"> Update to clarify GPMS which superseded the previous system.
5.4	Editorial change	<ul style="list-style-type: none"> Update to department name for current Department of Industry, Science and Resources.
5.5	Editorial change	<ul style="list-style-type: none"> Update to My Aged Care Service and Support Portal name (previously My Aged Care Provider Portal). Updated instructions for Service and Support Portal use.
5.6	Editorial change and content updates	<ul style="list-style-type: none"> Service and Support Portal name update. Find a provider tool link added. Removal of “new” with regards to pricing that came into effect in 2019. Update to tenses and links. Update to Provider Specialisation Verifications Framework.

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		<ul style="list-style-type: none"> Update to clarify regularity of checking provider information on My Aged Care.
Section 6 – Eligibility for care recipients to receive Australian Government funded packages		
6.1	Image update and editorial change	<ul style="list-style-type: none"> Image updated to reflect current terminology and processes. Update to culturally safe language. Update to information on younger people and other care recipients with disability related care needs.
6.2	Content update	<ul style="list-style-type: none"> Clarification of process to access aged care services through My Aged Care. Addition of information to contact an Aged Care Specialist Officer (ACSO). Addition of information on the care finder program.
6.3	Editorial change and content update	<ul style="list-style-type: none"> Update to wording. Addition of information on eligibility criteria for younger people accessing the HCP Program.
6.4	Editorial change	<ul style="list-style-type: none"> Update to My Aged Care Online Account information (previously My Aged Care Client Portal).
6.5	Editorial change	<ul style="list-style-type: none"> Update to wording.
6.7	Content update	<ul style="list-style-type: none"> Addition of Aged Care Quality and Safety Commission guidance and web link.
6.8	Content change	<ul style="list-style-type: none"> Update to information on Translating and Interpreting Service (TIS) National. Update to include additional contact details on First Nations language translation and sign language interpreting services. Updated information on the National Sign Language Program to reflect expansion to include health and medical appointments.

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Section 7 – Care planning		
7.3	Editorial change and content update	<ul style="list-style-type: none"> Update to wording. Update to refer to Integrated Assessment Tool (IAT), previously the National Screening and Assessment Form (NSAF).
7.4	Content change	<ul style="list-style-type: none"> Update to include reference to cultural safety for First Nations people and culturally appropriate approaches for other diverse members of the community (CALD and LGBTQIA+).
7.6	Content change	<ul style="list-style-type: none"> Update to clarify package level price capping amounts.
Section 8 – A care recipient’s package budget		
8.3	Editorial change	<ul style="list-style-type: none"> Updates to wording on subsidy and supplements for clarity and to align with web content and legislation. Replacement of Services Australia’s claims and payments inbox for providers aged.care.liaison@servicesaustralia.gov.au to phoneline on 1800 195 206.
8.4	Editorial change	<ul style="list-style-type: none"> Update to clarify individualised package budget. Update to clarify frequency of collection of home care fees by the provider. Update to clarify providers responsibility before invoking security of tenure. Update to worked example of calculating a package budget, including update to diagram of calculation.
Section 9 – Inclusions and exclusions		
9.1	Editorial change	<ul style="list-style-type: none"> Home Care Packages Program Manual for Care Recipients link added.

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9.2	Editorial change	<ul style="list-style-type: none"> Update to framework image to change reference from 'ACAT' to 'aged care assessment.'
9.3	Editorial change and content update	<ul style="list-style-type: none"> FAQs for Providers fact sheet link added Update to include content alignment with Provider FAQs fact sheet. Addition of specified inclusions: <ul style="list-style-type: none"> personal assistance with commode chair specialist cleaning, washing machine and dryer and continence aids under continence management (if not already accessing Continence Aids Payment Scheme) mobility scooters, medical grade footwear hospital grade linen assistance animal support medication management (Webster-pak) personal alarms and sensor mats clarification of home maintenance services and examples.
9.4	Editorial change and content update	<ul style="list-style-type: none"> Update to include content alignment with FAQs for Providers fact sheet. Addition of specified exclusions: <ul style="list-style-type: none"> enteral food exceptions vitamins, supplements, and non-PBS medications insurances, including health insurance taxi voucher exceptions electronic devices (and exceptions) entertainment apps and subscriptions massage chairs wood chopping or purchase (for heating) end of lease cleaning Dose administrations aids funded by the DAA Program diabetes supports cannabis oil.
9.5	Editorial change	<ul style="list-style-type: none"> Update to clarify parameters around meal services.

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		<ul style="list-style-type: none"> Update to clarify specialised foods for enteral feeding. Update to food standards link.
9.7	Editorial update	<ul style="list-style-type: none"> Update to the Inclusions/Exclusions Framework Decision Tool to align with the standalone document published on the department's website. Addition of case study to demonstrate the use of Inclusions/Exclusions Framework.
9.8	Editorial update and content change	<ul style="list-style-type: none"> Addition of definition of 'ageing related care needs' to align with the department's website. Update to clarify Goods Equipment and Assistive Technology. Addition of guidance on remedial massage.
9.10	Content change	<ul style="list-style-type: none"> Update to clarify information on home modifications.
Section 10 – Delivering care under a package		
10.2	Content change	<ul style="list-style-type: none"> Update to clarify Improved Payment Arrangements (IPA).
10.4	Editorial update and content change	<ul style="list-style-type: none"> Update to name of care management webpage to align with web content updates. Addition of link to 1 January 2023 pricing factsheet.
10.6	Editorial and content change	<ul style="list-style-type: none"> Update to Services Australia link. Update to clarify exception to thin market. Modified Monash Model link included.
10.8	Editorial update	<ul style="list-style-type: none"> Update to information on unspent funds split – corrected inaccurate wording 'Since the September 2022 payment period...' to the accurate '...2021...' in line with IPA.

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10.10	Editorial update and content change	<ul style="list-style-type: none"> Update to clarify that the Commonwealth portion returns to Government on day 70 after terminating a Home Care Agreement. Update to reference to IPA resources on the department's website (Appendix F removed in the manual).
10.11	Editorial update and content change	<ul style="list-style-type: none"> Update to My Aged Care Service and Support Portal link. Removal of reference to care recipients being able to request a Support Plan Review through My Aged Care. Addition of information on respite, including funding.
10.12	Content change	<ul style="list-style-type: none"> Addition of wording '...after 70 days' at end of section.
10.13	Editorial update	<ul style="list-style-type: none"> Update to South Australia Elder Abuse Phonenumber contact number.
10.14	Editorial change	<ul style="list-style-type: none"> Addition of volunteer-specific guidance for managing complaints.
Section 11 – Temporary Leave		
11.3	Editorial update	<ul style="list-style-type: none"> Update to wording in table for clarification purposes.
Section 12 – Responding to diverse needs and changing cognition in Home Care Package delivery		
12.1	Editorial change	<ul style="list-style-type: none"> Update to descriptive language from 'special needs' to 'diverse needs' throughout. Update to include culturally safe language.
12.2	Editorial update and content change	<ul style="list-style-type: none"> Update to include clarification of Aged Care Diversity Framework. Addition of Aged Care Diversity Framework actions plans link.

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		<ul style="list-style-type: none"> Addition of trauma-informed training and support resources.
12.3	Editorial update and content change	<ul style="list-style-type: none"> Update to clarify Dementia Training Program Addition of Dementia Training Program link. Update to clarify Dementia Behaviour Management Advisory Services.
12.4	Editorial update and content change	<ul style="list-style-type: none"> Update to clarify representative relationship and information on how to formally arrange it.
Section 13 – Changing home care providers		
13.2	Content change	<ul style="list-style-type: none"> Update to clarify requirements on agreeing on a cessation date in writing. Addition of guidance to encourage care recipients to avoid time between Home Care Agreements to avoid the loss of unspent funds. Addition of reference to 56 day rule and 70 day rule.
13.3	Editorial update and content change	<ul style="list-style-type: none"> Addition of information on possibility of extension when changing providers. Addition of reference to and explanation of 56 day rule and 70 day rule.
13.5	Content change	<ul style="list-style-type: none"> Update to wording and tense on exit amount information. Removal of reference to exit amounts allowable prior to 1 January 2023.
Section 14 – Leaving the HCP Program		
14.2	Content change	<ul style="list-style-type: none"> Update to clarify Services Australia processes.
Section 15 – Providers’ reporting and administrative responsibilities		
15.2	Content change	<ul style="list-style-type: none"> Update to change number of days in which notifications must be made.

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15.3	Content change	<ul style="list-style-type: none"> Update to include notification requirements to the Aged Care Quality and Safety Commission. Addition of 'Consider suitability of key personnel – fact sheet' link.
15.5	Content change	<ul style="list-style-type: none"> Addition of section on Provider Operations Collection Form.
15.7	Content change	<ul style="list-style-type: none"> Update to new email address for fraud reporting.
Section 16 – Interface with other programs and schemes		
16.2	Editorial update and content change	<ul style="list-style-type: none"> Update to Interface Table, including: <ul style="list-style-type: none"> change of name from 'Community Volunteers Scheme' to 'Aged Care Volunteer Visitors Scheme' change of NDIS from services that can to services that cannot be received while accessing a HCP.
16.2.1	Content change	<ul style="list-style-type: none"> Addition of guidance on accessing CHSP while waiting assignment of HCP. Removal of mention of interim packages.
16.5 – 16.15	Content and Editorial change	<ul style="list-style-type: none"> Update to NATSIFAC information/wording. Update to clarify emergency leave. Addition of link to DVA Home Care Programs. Update to clarify providers supplying information on Dementia Support Program and Dementia Australia. Update to clarify information on DSOA.
Appendices		
All appendices	Editorial change	<ul style="list-style-type: none"> All appendices removed from manual and created as separate but linked documents. To be published on the same page as the manual at time of publishing.

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Appendix C	Content change	<ul style="list-style-type: none"> Replacement of 1 January 2023 pricing change information to Inclusions/Exclusions Framework and Decision Tool. Replacement of previous references to Appendix C throughout with link to current 'Home Care Packages Pricing Update' factsheet on the department's website.
Appendix D	Editorial update	<ul style="list-style-type: none"> Update to example calculation of package budget inclusive of compensation payment.
(Former) Appendix F	Content change	<ul style="list-style-type: none"> Removal of Appendix F. Replacement of references to Appendix F throughout with link to IPA resource collection on the department's website.
Glossary – (Section 17, formerly Appendix G)	Content change	<ul style="list-style-type: none"> Addition of 'GPMS' definition. Addition of 'IAT' definition. Addition of 'volunteer' definition. Change 'Government subsidy' to 'Home Care Package subsidy' to align with department's website.