Australian Government
Department of Health, Disability and Ageing

Support at Home

Support at Home: Checklist for providers on service agreements

This checklist provides a summary of information that registered providers will need to provide to participants when establishing service agreements and delivering services.

About this checklist

This checklist provides a summary of the information that registered providers are required to give to Support at Home participants **before or when commencing services**, and **while delivering services**, in accordance with section 155(1) of the Aged Care Act 2024.

This checklist should be read in conjunction with the *Support at Home: Guidance for providers on service agreements* and the *Support at Home: Template for service agreements*.

Before or when commencing services

Tick	Requirement
☐	Support at Home service agreement OR variation to existing Home Care Agreement • Participant has entered into a new Support at Home service agreement OR has signed a variation to their Home Care Agreement. • Participant has been assisted to understand the information given in the above document.
☐	Statement of Rights • Participant has been provided with information on their rights under the Statement of Rights and a copy of the Statement of Rights. • Participant has been assisted to understand all the above information provided and the Statement of Rights.

☐	Complaints and Feedback
	• Participant has been provided with a copy of the document mentioned in section 165-20(1)(f) of the Rules that describes:
	    ○ how to make a complaint or give feedback to the provider
	    ○ what the person complaining or giving feedback can expect in relation to the how the feedback or complaint is managed
	    ○ how feedback or a complaint can be made to the Complaints Commissioner, and
	    ○ explains that no one will be victimised or discriminated against for providing feedback or complaints to the providers or Complaints Commissioner.
	• Participant has been assisted to understand the information given in the above document.

☐ Code of Conduct

- Participant has been provided with a copy of the Aged Care Code of Conduct.
- Participant has been assisted in understanding the Aged Care Code of Conduct.

☐ Protection of personal information

- Participant has been provided an explanation that their personal information will be protected and only used in the ways authorised under section 168 of the Act.
- Participant has been assisted to understand the information provided.

☐ Contributions

- Participant has been provided information on means testing and contributions in a home and community setting, and their obligations to keep their income and asset details up to date (i.e.) the effect of Division 1 of Part 5 of Chapter 4 of the Act and Division 1 of Part 2 of Chapter 10 of the Rules).
- Participant has been assisted to understand the contributions framework.
- Participant has been assisted to understand the process of applying for hardship assistance from Services Australia if they cannot afford their Support at Home contributions.

☐ Ceasing services

- Participant has been given information about the circumstances in which the provider may cease services under section 149-35(2) of the Rules.
- Participant has been given an explanation of the notice requirements in section 149-40 of the Rules that the provider must comply with if they intend to cease services.
- Participant has been assisted to understand the information provided.

☐ Care and services plans (care plans) and monthly statements

- Participant has been given an explanation of the requirement in section 148-80(1) of the Rules that the provider develops a care plan with the participant before services commence and provided detail on what kind of information the care plan will include.
- Participant has been given information that the provider will give them a monthly statement in accordance with section 155-40 and section 155-45 of the Rules (as outlined above).
- Participant has been assisted to understand the information provided.

- [ ] Financial position of the provider
    - Participant has been notified in writing that if they make a request, the provider must give them 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.

While delivering services

Tick	Requirement
☐	Assisting participants to choose the best services for them • Provide participants with information that assists them to choose the services that best meet their needs and preferences within their assessed need and budget.
☐	Invoices • Provide participants with invoices that are clear and understandable.
☐	Monthly and final monthly statements Note: This below information is a high-level summary of requirements for monthly statements. Registered providers should refer to the Rules for detailed requirements. • Provide participants with a statement each month. Statements need to be provided by the last day of the following calendar month (e.g. 28th February for a January statement). • Statements must include details of all services delivered in the month prior (e.g. services delivered in January). • Statements must be provided for all months, including partial periods, months when no services are delivered, and the month after the final claim is made for services to the participant. • Statements must contain all other information as required in the relevant Rules made under section 155 of the Act. • Except for the final monthly statement, providers must support participants to understand the information provided in the monthly statements.
☐	Individualised budgets Note: This section provides a high-level summary of requirements for individualised budgets. Registered providers should refer to the Rules for detailed requirements. • Prepare an individualised budget in partnership with the participant having regard to the goals, assessed needs and preferences, available resources and selected services. • If the participant's means tested contribution rates changes, discuss the change with the participant, and work with the participant to update their individualised budget. • Provide a copy of the itemised budget when it is completed to participants. • Ensure that individualised budgets contain all other information as required in the relevant Rules made under section 155 of the Act.

☐ Financial position of the provider

- If requested, provide participants with the following information and document within 7 days after receiving the request:
  (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.