



Aged Care Work Value Case

Care recipient fact sheet

This fact sheet is to help Home Care Package (HCP) care recipients to understand the impact of the increase in award wages for aged care workers and nurses, effective from 1 October 2025.

Background

The Australian Government is committed to providing funding to support the Fair Work Commission's (FWC) Aged Care Work Value Case (ACWVC), to increase award wages for aged care workers and registered and enrolled nurses in aged care, to reflect the value of the work they undertake.

As part of the ACWVC, the government has funded a series of wage increases between 2022 and 2025 for aged care workers and nurses covered under the:

- Aged Care Award 2010
- Nurses Award 2020
- Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010.

To support the increased award wages, the government has increased the HCP subsidy. These increases build on the government's previous investment to support the award wage increase for aged care workers and nurses.

A further award wage increase will apply for registered and enrolled nurses in aged care, effective from 1 August 2026. The government will continue to support the award wage increases under Support at Home, which will replace the HCP Program on 1 November 2025.

This fact sheet answers common questions about the award wage increase for aged care workers and nurses to help you understand how this change affects your care.

Contents

| | |
|---|---|
| How will the increase be implemented? | 3 |
| How will providers pass on this increase to their employees? | 3 |
| What do I do if a worker has questions about the award wage increase? | 3 |
| How will the government ensure that award wage increases are passed on to aged care workers and nurses? | 3 |
| How will this affect my Home Care Package? | 3 |
| What happens next? | 3 |
| What if I don't agree to the price increases proposed by my provider? | 4 |
| What is a reasonable price increase? | 4 |
| What if I don't have enough funds in my package to pay for the increased prices? Will there be a reduction to my services? | 4 |
| I pay an income tested care fee. What does this wage subsidy increase mean for me? | 5 |
| What can I do if a price increase doesn't seem reasonable? | 5 |
| How will this subsidy increase, and future increase in August 2026, work with the commencement of the Support at Home program on 1 November 2025? | 5 |
| Where can I go if I have further questions? | 6 |

How will the increase be implemented?

The government is providing funding to support the increase to award wages for aged worker and nurses by increasing the HCP subsidy effective from 1 October 2025.

The increase will also apply to the basic subsidy and supplements with a workforce component.

The supplements that are increasing are:

- Viability supplement
- Dementia and cognition supplement
- Veterans supplement
- EACH-D Top-up supplement.

Supplements such as oxygen and enteral feeding supplements will not increase, as these supplements do not have a workforce component.

How will providers pass on this increase to their employees?

If your aged care workers or nurses are currently being paid below the new award rates, the provider will have to increase their wages to meet the new award rate effective from 1 October 2025.

Some providers have a separate arrangement for paying their employees known as an Enterprise Agreement. This arrangement could mean that their employees are already being paid above award minimum wage. If this rate is not above the new award rate, these providers will also have to increase their aged care workers' and nurses' wages to at least meet the minimum requirements.

What do I do if a worker has questions about the award wage increase?

You can suggest that the aged care worker or nurse gets in touch with their employer or contact the Fair Work Ombudsman on **13 13 94** or at www.fairwork.gov.au.

How will the government ensure that award wage increases are passed on to aged care workers and nurses?

All aged care providers will be required to report their expenses in their Quarterly Financial Report and declare they have passed on the award wage rise to aged care workers and nurses who are paid under the applicable awards.

How will this affect my Home Care Package?

1. Your care and services should not change

The government is increasing the value of your package to cover the additional award wage increase for aged care workers and nurses. Because of this, you should expect to continue to receive the same care and services as previously provided.

2. You can expect changes to your direct service charges

For your provider to pass on the award wage increase directly to their employees, they may need to increase how much they charge you for the care and services delivered by their aged care workers and nurses.

Your provider must first discuss these pricing changes with you and ask you to agree to these price increases in your Home Care Agreement.

What happens next?

Before making any changes to pricing for your services and your Home Care Agreement, your provider should discuss with you:

- what these prices are being changed to
- why these prices are being changed
- what these new prices include
- when these new prices will start
- whether there are any impacts to your current services.

Where possible, providers are expected to give you a minimum of 14 days to respond to proposed changes to your Home Care Agreement, or unless otherwise indicated in the agreement.

What if I don't agree to the price increases proposed by my provider?

If you believe the prices are reasonable and linked to the award wage rise, we encourage you to agree to all reasonable price increases for your care and services provided by aged care workers and nurses.

If you don't agree to the price increases, it may make it harder for your provider to keep giving you the care and services you need.

What is a reasonable price increase?

Wages are one component of costs that go into calculating your service price. The percentage of costs that providers spend on wages will vary per provider.

Other costs may include:

- paid leave and superannuation for their aged care workers and nurses
- business overheads including fuel, marketing and administration costs.

A reasonable and justifiable price increase must be:

- value for money and reflect the resources it takes to provide the care or service
- clear, understandable and transparent, in your best interests
- in line with program requirements and legislation
- directly related to coordinating allowable care or services or purchasing goods to meet the care recipient's assessed needs and goals.

As all providers must publish their current prices. If you think the price is too high, you can compare prices on My Aged Care at www.myagedcare.gov.au/find-a-provider/compare.

What if I don't have enough funds in my package to pay for the increased prices? Will there be a reduction to my services?

The subsidy increase will be sufficient to cover off increased aged care worker and nursing costs for most care recipients.

In the rare case that your package funds are exhausted, please speak to your provider about:

- a reassessment for a higher-level package through a Support Plan Review

- using any unspent funds you might have
- paying privately for additional costs
- considering alternative options such as residential care.

I pay an income tested care fee. What does this wage subsidy increase mean for me?

This subsidy increase means the value of everyone's package will go up from 1 October 2025.

If your income is above a certain amount, you may pay an income tested care fee as part of your home care fees. The income tested care fee is calculated separately to the HCP subsidy. For most people, the increase to the HCP subsidy from 1 October 2025 will not change their income tested care fee.

Services Australia regularly reviews each care recipient's income tested care fee amount. They will send you a notification letter if:

- a refund is due
- the new income tested care fees for the month increased by 10 cents or more per day or decreased by 1 cent or more per day.

Find more information about [home care fee reviews](#) or call Services Australia on **1800 227 475**.

What can I do if a price increase doesn't seem reasonable?

If you have any concerns, speak to your provider first. Information must be communicated in a way that is clear, easy to understand and enables you to exercise choice.

Your provider must discuss with you the prices they propose before you agree to them. Your provider should explain to you how they worked out the new prices for your care and services. They may be able to compare the old and new prices to help you understand.

If your provider cannot explain why the price increase is reasonable, remember that you have a right to make a complaint, and this should not impact the services you receive.

All providers are required to have their own complaints handling process. You can also engage the support of an advocate to talk to your provider. Raising your concerns is an opportunity for providers to understand issues, find solutions and improve their care and services. More information on finding an advocate is at the end of this fact sheet.

How will the subsidy increase, and future increase in August 2026, work with the commencement of the Support at Home program on 1 November 2025?

Future funding considerations, including these award wage increases, have been factored into the new Support at Home program. You will automatically receive the increased subsidy rates from August 2026 under the Support at Home program.

Find more information at www.health.gov.au/our-work/support-at-home.

Where can I go if I have further questions?

Talk to your provider

- Talk to your provider in the first instance so they can explain their prices.

Contact My Aged Care

- Call My Aged Care on **1800 200 422**
- Compare your provider to others in your area using the 'Find a Provider' tool on the My Aged Care website at www.myagedcare.gov.au.

Book an appointment with an Aged Care Specialist Officer (ACSO)

- An ACSO can provide face-to-face support with complex aged care matters.
- Appointments are available at some Services Australia service centres, or by video chat if you have a myGov account.
- To book an appointment with an ACSO, call Services Australia's Aged Care line on **1800 227 475** or visit a service centre.

Contact the Older Persons Advocacy Network (OPAN)

- OPAN is a free, confidential, and independent service supporting people receiving or applying for government-subsidised aged care.
- An OPAN advocate can help you raise and address any aged care issues and understand your aged care rights.
- Call OPAN on **1800 700 600** for information about your rights and support to talk to your provider.
- Visit www.opan.org.au to learn more about how they can help you.

Contact the Aged Care Quality and Safety Commission (Commission)

- You can contact the Commission if you feel uncomfortable talking to your provider about your concerns, or you have already tried without an acceptable outcome.
- Call the Commission on **1800 951 822** or visit www.agedcarequality.gov.au.



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



Visit **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 nrschat.nrscall.gov.au/nrs or call 1800 555 660.