



Support at Home: Guidance for providers on service agreements

October 2025

This resource contains guidance for Home Care Package providers establishing Support at Home service agreements in preparation for the commencement of the program on 1 November 2025.

About this guidance

This resource provides guidance for providers on the requirements to establish new Support at Home service agreements or vary existing Home Care Package Agreements.

In preparation for the commencement of Support at Home on 1 November 2025, providers will need to establish new service agreements with transitioning Home Care Package (HCP) care recipients **or** complete a variation where there is a gap between Home Care Agreements and the requirements for service agreements under the new Aged Care Act.

Providers will need to do this in consultation with the transitioning HCP care recipient. To assist providers with this process and to communicate service agreement requirements, refer to [Support at Home: Key messaging for older people on service agreements](#).

Note this document should be read in conjunction with the [Support at Home: Checklist for providers on service agreements](#) and the [Support at Home: Template for service agreements](#).

Support at Home service agreements

Prior to the commencement of Support at Home, providers will need to establish new service agreements with all transitioning HCP care recipients.

A new service agreement may be:

- a whole new agreement, or
- an addendum or variation to a current Home Care Agreement.

The [Support at Home: Template for service agreements](#) provides an example of the minimum requirements for service agreements as per the final draft of the Aged Care Rules released on 31 July 2025. Providers can use this template to develop new service agreements or to identify where existing Home Care Agreements require variations.

Establishing service agreements

HCP providers must consider the below information in preparing Support at Home service agreements for transitioning HCP care recipients.

- Providers must establish a new service agreement or complete a variation to an existing Home Care Agreement. An existing agreement cannot be deemed without a variation.
- The [Support at Home: Template for service agreements](#) has been released to provide an example of how a variation to a current Home Care Agreement could work.
- Participants will need to agree to any changes, including service prices.
- Further guidance on varying and termination of service agreements, as well as cooling off periods, is in [Support at Home: Template for service agreements](#).
- During the transition period, providers must give participants the time they need to properly review the service agreement or variation.

- Participants will need to sign a service agreement after they receive their letter from Services Australia that advises their individual contribution rate percentage. Once the participant receives their letter:
 - providers must contact the participant to develop a new service agreement or variation within 30 days
 - the participant will need to sign their service agreement within 90 days.
- During the transition period, the provider cannot cease providing services to participants if they have not signed a new service agreement. The provider can only cease services to participants in certain circumstances:
 - the participant can no longer be cared for in the home or community with the resources available to you, or
 - the participant's condition changes to the extent that they no longer need your services or an approved needs assessor assesses that the participant's needs are more appropriately met through other types of funded aged care services, or
 - the participant has intentionally caused serious injury to a member of staff or has intentionally infringed the ability of a member of staff to work in a safe environment, or
 - the participant has not paid any fee or contribution specified in the service agreement for a reason within the participant's control, and has not negotiated an alternative arrangement for payment of the fee or contribution, and
 - the participant has been given written notice of your intention to cease delivery.
- After the transition period, if the participant does not sign their service agreement within 90 days, the provider may cease services.
- If the provider decides to cease services, they must notify the participant in writing 14 days before ceasing services.

Participant contributions

Providers will need to assist participants to understand:

- the contributions framework and how it may apply to them – this includes the contribution rates that may apply and amounts they may be asked to pay
 - an [online estimator](#) is available to inform this conversation
 - suggested text on participant contributions is outlined in [Support at Home: Template for service agreements](#).
- Services Australia will provide final advice about each individual's contributions as soon as practicable after 1 November. For the majority of participants, Services Australia will already hold income and assets information and contribution rates will be advised.

- The participant may choose to wait until they receive this advice from Services Australia before signing their agreement. If they wish to wait, their services must continue to be delivered.
- The participant may also choose to sign their agreement before receiving this advice from Services Australia.

Prices

- Providers cannot charge new prices to participants without their agreement. The participant can choose to agree to the new prices and services while still considering the overall agreement.
- The terms of the service agreement (including prices) must be reasonable. Prices charged in Support at Home must be reasonable and transparent, and providers must be able to produce evidence demonstrating how they arrived at their prices. Prices must be based on the costs of delivering a service.
- For more information, see our [pricing guidance](#).

Compliance

The Aged Care Quality and Safety Commission can use its monitoring, compliance and enforcement powers to take action where a provider cannot demonstrate that their pricing is reasonable. This can include issuing a non-compliance notice requiring the provider to take specific actions, which may include adjusting their prices, to comply with reasonable pricing obligations. If the providers refuses to comply with this direction, they may receive an infringement notice.

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