Australian Government
Department of Health, Disability and Ageing

Support at Home: Key messaging for older people on service agreements

October 2025

This resource contains key messages on service agreements for Home Care Package care recipients who are transitioning to Support at Home on 1 November 2025.

About this resource

This resource provides key messages that may assist older people in understanding service agreement requirements.

Establishing a service agreement

- As part of your transition to Support at Home, you will need to sign a service agreement.
- Your provider may offer you a whole new agreement or vary your current Home Care Agreement, focusing on the things that have changed, such as the new service list and new prices.
- It's okay to take time to properly review your service agreement to ensure it covers all the information you need to make a decision. This will include:
    - service details
    - service prices.
- During the transition period, your provider cannot end your services because you have not signed your service agreement.
- You will need to sign a service agreement after you receive your letter from Services Australia, which will include your individual contribution rate percentage. Once you receive your letter:
    - your provider must contact you to develop a new service agreement or variation within 30 days
    - you will need to sign your service agreement within 90 days.
- During the transition period, your provider can only end your services in certain circumstances:
    - you can no longer be cared for in the home or community with the resources available to the provider, or
    - your condition changes to the extent that you no longer need services or an approved needs assessor assesses your needs are more appropriately met through other types of funded aged care services, or
    - you have intentionally caused serious injury to a member of staff or have intentionally infringed the ability of a member of staff to work in a safe environment, or
    - you have not paid any fee or contribution specified in the service agreement, for a reason within your control, and have not negotiated an alternative arrangement for payment of the fee or contribution, and
    - the provider has given you written notice of their intention to cease delivery.
- After the transition period, if you do not sign your service agreement within 90 days, your provider may cease services.

- If your provider decides to cease services, they must notify you in writing 14 days before ceasing services.

Participant contributions

- In November 2025, Services Australia will send you a letter with the final advice about your individual contribution.
- You may choose to wait until receiving your letter from Services Australia that advises your individual contribution rate percentage before signing your agreement. If you wish to wait, your services will continue.
- You may also choose to sign your service agreement before receiving this advice from Services Australia.
- Once you and your provider have received your contribution rate from Services Australia, your provider will develop an updated individualised budget that will specify the contribution rate you will need to pay for each service on a per unit basis.
- This budget should include information about the contributions framework, and a statement similar to the below:

  > The individual agrees to pay any applicable fees or contributions referred to in the Act.

- Your provider should take the time to help you understand the contributions framework and how it may apply to you. This includes the contribution rates that may apply and amounts you may be asked to pay.
- You can see what you may have to contribute towards services under Support at Home with the online estimator.

Prices

- You may notice that the prices for your services have changed.
  - Under the Home Care Package Program, you are charged for a service (e.g. cleaning) and charged separately for package management (e.g. third-party costs and staff travel).
  - Under Support at Home, the price for each service will include those costs and that is the total price you will pay. Prices may also change if the cost of delivering services to you has changed.
- Your provider cannot charge you new prices if you have not agreed to them in your service agreement. You can agree to the new prices and services while still considering the overall agreement.

Further information and support

- You can ask for assistance from a registered supporter or an unregistered friend or family member. In addition, you can seek legal and financial advice, or seek the services of the Older Persons Advocacy Network on 1800 700 600 or by visiting www.opan.org.au.
- If you are concerned about the terms of your agreement, speak to your provider and ask them to explain them to you. You can also call the Older Persons Advocacy Network (OPAN). OPAN has an Aged Care Advocacy Line, 1800 700 600, for free and confidential information and advocacy. An OPAN advocate can help you talk to your provider about your pricing or speak to them on your behalf.
- If you are still concerned, you can make a complaint to the Aged Care Quality and Safety Commission. If your provider cannot demonstrate that their prices are reasonable, the Commission can use its regulatory powers.
- If you would like assistance with your complaint, you can contact OPAN who will help you with the process of a com plaint and provide you information about your rights.

Improving Australia's aged care system

The Australian Government has delivered major changes to improve aged care.

Visit **MyAgedCare.gov.au**

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

For translating and interpreting services, call 131 450 and ask for 1800 318 209.
To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.