

s22

**From:** s22  
**Sent:** Thursday, 29 May 2025 9:00 AM  
**To:** s22  
**Cc:** s22  
**Subject:** New SAH participant - guiding words for providers re interim fees [SEC=OFFICIAL]

Hiya,

We have confirmed how it works in terms of what providers get paid if they lodge a claim.

For new entrants, SvA will do an income and assets assessment as soon as they can, ideally not more than 28 days. However this will be longer in some cases. If providers choose to make a claim SvA will pay 100% (i.e. no subsidy reduction). Once the income and asset assessment is complete it is backdated to the start date. So if a claim has been made and paid at 100% of the subsidy then there will be a debt.

Providers can negotiate an interim contribution rate before a formal means assessment has been complete. This would prevent bill shock for the participant as otherwise they might have to pay a few months worth of fees in one go.

So here are some words that can be used externally.....

Service providers and participants can agree a temporary contribution rate while a new participants income and assets are being assessed by Services Australia. If this is agreed, a participant's pension status should be taken into consideration. For example, a full pensioners ongoing contribution rate is most likely going to be 5% for independence service and 17.5% for everyday-living services (unless a hardship application has been made) whereas non-pensioners who do not hold a Commonwealth Seniors Health card will most likely have 50% for independence service and 80% for everyday-living services. For part-pensioner and Commonwealth Seniors Health Card holders, providers and participants could use the the Support at Home fee estimator to estimate a participant's contribution rates.

Participants may wish to make regular payments or pay once services have been delivered.

Service providers and participants will be notified of the new contribution rate by Services Australia once their assessment has been finalised. The new rate will be backdated to the first service delivery date and providers will need to refund any overpayment of contributions, or collect any underpayment.

s22

**From:** HARTLAND, Nicholas  
**Sent:** Wednesday, 28 May 2025 5:01 PM  
**To:** s22  
**Cc:** s22  
**Subject:** RE: For comment/clearance - New SAH participant - guiding words for providers re interim fees [SEC=OFFICIAL]

This is complex.

For new people, SvA will do a means test assessment as soon as they can, ideally not more than 28 days, but as you say could be longer. If providers make a claim in that period my understanding (may need to confirm with legals) SvA will pay 100% of any claim (ie no subsidy reduction). Once a means test assessment is made (including an MND) it is backdated to the start date (so if a claim has been made and paid at 100% then there is a debt).

Providers can negotiate an interim contribution rate before a formal means test assessment. Participants might also like to make regular payments in anticipation of a formal invoice.

So minor amendments to the suggested words:

**Suggested words.**

Service providers and participants can agree a temporary contribution rate while a new participants income and assets are being assessed by Services Australia. If this is agreed, a participant's pension status should be taken into consideration. For example, a full pensioners ongoing contribution rate is most likely going to be 5% for independence service and 17.5% for everyday-living services (unless a hardship application has been made) whereas non-pensioners who do not hold a Commonwealth Seniors Health card will most likely have 50% for independence service and 80% for everyday-living services. For part-pensioner and Commonwealth Seniors Health Card holders, providers and participants could use the the Support at Home fee estimator to estimate a participant's contribution rates.

Participants may wish to make regular payments or pay once services have been delivered.

Service providers and participants will be notified of the new contribution rate by Services Australia once their assessment has been finalised. The new rate will be backdated to the first service delivery date and providers will need to refund any overpayment of contributions, or collect any underpayment.

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**From:** s22 @health.gov.au  
**Sent:** Wednesday, 28 May 2025 4:12 PM  
**To:** s22 @health.gov.au>; HARTLAND, Nicholas <Nick.HARTLAND@health.gov.au>  
**Cc:** s22 @Health.gov.au>  
**Subject:** For comment/clearance - New SAH participant - guiding words for providers re interim fees [SEC=OFFICIAL]

Hi Nick and s22

We met with the AHCT Ops Pol and Implementation Section this afternoon regarding changes to the SAH training manual for service providers. They noted that the section about what a provider should or shouldn't charge in fees while a participant's income and asset assessment is being conducted is not yet bedded down.

And I freely admit this is an area that my team and I are not 100% confident. My understanding is that providers can charge some contributions if services are commencing before the assessment is complete and SvA have informed both parties of the rates. I assume this scenario would more likely occur if the income and asset assessment takes more than 28 days but could still occur, for example, if a provider operates on a strict payment cycle and wants to invoice the participant even though they have not had the letter from SvA.

Based on our understanding we want to provide back to the training area suggested wording for the training guidance material for your clearance. We also want to have a standard response for general queries etc regarding this topic.

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**Suggested words.**

Service providers can set a temporary contribution rate while a new participants income and assets are being assessed by Services Australia. In setting the temporary contribution rate a participant's pension status should be taken into consideration. For example, a full pensioners ongoing contribution rate is most likely going to be 5% for independence service and 17.5% for everyday-living services whereas non-pensioners who do not hold a Commonwealth Seniors Health card will most likely have 50% for independence service and 80% for everyday-living services.

For part-pensioner and Commonwealth Seniors Health Card holders, it is recommended that service providers use the Support at Home fee estimator to estimate a participant's contribution rates.

Service providers and participants will be notified of the new contribution rate by Services Australia once their assessment has been finalised. The new rate will be backdated to the first service delivery date and providers will need to refund any overpayment of contributions, or collect any underpayment.

As an additional question – Can providers actually submit a claim while their income and asset assessment is being conducted, and if so, will the subsidy paid assume someone is paying maximum contributions?