



# Consumer protections for Support at Home prices

May 2026

We are introducing new consumer protections for Support at Home participants that are in addition to a range of protections already in place.

Consumer protections are there to ensure the prices you pay for your Support at Home services are reasonable, transparent and clearly explained.

Deferring the implementation of Support at Home price caps allows providers time to adjust to the new funding and pricing models, while the new protections available now ensure reasonable prices and service quality for participants.

This fact sheet outlines:

- the protections already in place
- the new protections we are adding
- where you can see what providers are charging for services
- how to make a complaint if you feel a price is unreasonable.

## Existing protections

Since 1 November 2025, Support at Home has included a range of consumer protections to ensure the prices you're paying for services are **reasonable** and **transparent**.

It is important to note that you can change providers at any time – at no cost. Providers cannot charge you an entry or exit fee.

## Prices must be reasonable

Prices must be based on the cost of delivering the service. This means that a price is considered reasonable if it reflects what it actually costs the provider to deliver that service to you.

These costs can include:

- the wages of your aged care workers
- travel to and from your house
- administration and overheads
- sub-contracting
- a margin to cover the cost of capital used in delivering the service.

You cannot be:

- charged separately for package management or travel
- asked to contribute to the cost of clinical care, including care management. From 1 October 2026, this includes personal care (which includes showering, dressing and continence management).

If you see charges for these items, in the first instance you should speak to your provider. You can also find more information about pricing for participants: [Health.gov.au/Our-Work/Support-At-Home/Charging-For-Support-At-Home-Services/Prices-For-Support-At-Home-Participants](https://www.health.gov.au/Our-Work/Support-At-Home/Charging-For-Support-At-Home-Services/Prices-For-Support-At-Home-Participants)

To help you consider if your Support at Home prices are reasonable, you can compare your provider's pricing with:

- other providers in your area using the Find a Provider tool on My Aged Care: [MyAgedCare.gov.au/Find-A-Provider](https://www.myagedcare.gov.au/Find-A-Provider)
- the National Summary of Support at Home Prices, which will be updated each quarter on our website: [Health.gov.au/Resources/Publications/National-Summary-Of-Support-At-Home-Prices-November-To-December-2025](https://www.health.gov.au/Resources/Publications/National-Summary-Of-Support-At-Home-Prices-November-To-December-2025)

## Prices must be transparent

Providers must publish the prices for all their services on My Aged Care and their own website, so you can see and compare prices across different providers. The price published by a provider needs to be the price that they most frequently charge for that service, and providers need to review their published prices every 2 months to ensure they are up to date.

Your provider must explain to you how they have set their prices and what the price covers. Providers must keep evidence of how they have set their prices and what their prices include.

Where a provider has not met their requirements to publish their prices, we may refer them to the Aged Care Quality and Safety Commission (the Commission) for compliance and/or enforcement action.

## **We're monitoring what providers are charging**

Along with the Commission, we have been closely monitoring the prices that providers are charging for Support at Home services and taking action if a provider is not following the law.

We are using billing data to monitor what providers are charging for services and seeking justification from providers who appear to have unreasonable prices.

Where a provider's prices appear unreasonable or are not adequately justified, they may be referred to the Commission for compliance and/or enforcement action.

Providers who are having problems issuing monthly statements are expected to communicate service delivery information (including prices charged) in a clear and timely way with older people who are yet to receive a monthly statement.

The Commission is responding to complaints and monitoring providers' compliance with the Support at Home requirements. More information on how the Commission regulates these requirements is available: [AgedCareQuality.gov.au/Resource-Library/RB-2026-1-Support-Home-Pricing-Requirements](https://agedcarequality.gov.au/Resource-Library/RB-2026-1-Support-Home-Pricing-Requirements)

If the Commission finds that a price is unreasonable, they can issue a compliance notice requiring the provider to take specific actions. These actions may include:

- correcting unreasonable prices
- refunding over charges
- issuing infringement notices and/or civil penalties to providers
- other enforcement powers under the *Aged Care Act 2024*.

## **New protections**

Additional consumer protections will make sure your Support at Home prices are reasonable, transparent and easy to understand. These additional protections include:

- empowering the Commission to order refunds for services where providers are found to be overcharging, take regulatory action against providers who are choosing not to meet their clear requirement to issue monthly statements, and regular public reporting on investigations and enforcement action
- publishing a new National Summary of Support at Home Prices each quarter on our website, showing the median and the range of prices charged by providers so older Australians and their families can see how their provider compares
- close monitoring by us and the Commission of any changes in the price of personal care as it moves to the clinical supports contribution category from 1 October 2026
- extra funding to support OPAN to expand financial advocacy, and COTA to provide education and information on consumer protections, including service agreements, aged care rights, and information on how to compare prices. This funding will support older people to understand their prices and get assistance to challenge them when needed
- encouraging providers to limit price increases to no more than 2 per year, giving older people certainty to budget their packages

- convening a working group with the Older Persons Advocacy Network (OPAN), Council on the Ageing (COTA) Australia, Ageing Australia and the Aged Care Quality and Safety Commission to focus on three key priorities:
  - establishing a more robust definition of ‘reasonable’ pricing, giving providers and consumers clearer guidance on their responsibilities and rights
  - undertaking further consultation on the multi-provider model
  - developing further guidance and supports for older people who self-manage their packages.

## Service agreements

A service agreement is a written legal contract between:

- the registered provider
- you or your active, appointed decision maker (this person may also be a registered supporter).

Your service agreement must list the price your provider will charge you for each service they deliver. In some cases, an agreed price may be higher than the price published on your provider’s website or on My Aged Care. If this happens, your service agreement must explain the reason for the higher price.

Prices listed in your service agreement may change over time due to indexation. If this price increase applies, your provider must explain in the service agreement:

- when the price increase will take effect
- how the price increase will be worked out
- why the price increase is being applied.

Visit My Aged Care for information about agreeing to Support at Home services:

[MyAgedCare.gov.au/Agreeing-Support-At-Home-Services](https://www.myagedcare.gov.au/Agreeing-Support-At-Home-Services)

## Where to find more information

Pricing resources and guidance material are available at:

- [AgedCareQuality.gov.au/Resource-Library/RB-2026-1-Support-Home-Pricing-Requirements](https://agedcarequality.gov.au/Resource-Library/RB-2026-1-Support-Home-Pricing-Requirements)
- [Health.gov.au/Our-Work/Support-At-Home](https://health.gov.au/Our-Work/Support-At-Home)
- [Health.gov.au/Resources/Collections/Support-At-Home-Pricing-Resources](https://health.gov.au/Resources/Collections/Support-At-Home-Pricing-Resources)
- [ACCC.gov.au/Business/Pricing/Setting-Prices-Whats-Allowed](https://acc.gov.au/Business/Pricing/Setting-Prices-Whats-Allowed)
- [ACCC.gov.au/Consumers/Advertising-And-Promotions/False-Or-Misleading-Claims](https://acc.gov.au/Consumers/Advertising-And-Promotions/False-Or-Misleading-Claims)
- [ACCC.gov.au/About-Us/Publications/A-Guide-To-The-Australian-Consumer-Law-And-Consumer-Vulnerability-For-Business](https://acc.gov.au/About-Us/Publications/A-Guide-To-The-Australian-Consumer-Law-And-Consumer-Vulnerability-For-Business)

### For more information

To find out more about Support at Home, visit: [MyAgedCare.gov.au/Support-At-Home](https://myagedcare.gov.au/Support-At-Home)

If you have questions or concerns about your aged care, including Support at Home, you can speak to an aged care advocate by calling the **Aged Care Advocacy Line on 1800 700 600**. Provided by the Older Persons Advocacy Network (OPAN), this free and confidential service is independent of both government and aged care providers. OPAN will connect you with a local advocate in your state or territory.



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### Getting started with aged care

If you need help around the house or are thinking about aged care homes, contacting My Aged Care is the first step.

 Visit [myagedcare.gov.au](https://myagedcare.gov.au)  Phone **1800 200 422**

 Face-to-face by speaking with an Aged Care Specialist Officer (to book an appointment call **1800 227 475** or visit any Services Australia Service Centre).