



# Guidance for setting Support at Home prices

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This fact sheet provides guidance to providers about setting and publishing Support at Home prices.

## How should you set your Support at Home prices?

You set your own prices for Support at Home services, as you did under the former Home Care Packages (HCP) Program.

Your prices must be [reasonable and transparent](#).

When setting prices, remember that package management and travel costs must now be included in the unit price. These can no longer be charged separately.

The price you charge is the entire revenue you will receive for delivering the service.

## What are reasonable prices?

Your prices must reflect the costs of delivering the service.

These costs can include:

- labour
- package management
- administration (e.g. human resources)
- travel
- sub-contracting, if applicable
- a margin to cover the cost of capital used in delivering the service.

Prices can also reflect the costs of transitioning to Support at Home where they relate to the delivery of that service. The overall price must still be reasonable and justifiable.

Under the HCP Program, you could charge separately for things like package management and travel costs. These costs must be included in your Support at Home unit prices.

Any costs for delivery of care management services must be included in your price for care management. Care management funding is capped at 10% of each ongoing participant's budget and pooled to support flexibility in delivery across participants.

Participants will not make a contribution towards the cost of their clinical care, which includes care management. Participants may be assessed by government as needing to make a contribution for independence or everyday living services.

In some cases, an agreed price may be higher than the price published on your website or on My Aged Care. If this happens, you must explain the reason for the higher price in the care recipient's service agreement.

The Commission can use its monitoring, compliance and enforcement powers to manage any non-compliance.

The Commission may take action where you cannot demonstrate that pricing is reasonable. This can include issuing a non-compliance notice requiring you to take specific actions, which may include adjusting your prices to comply with your reasonable pricing obligations. If you refuse to comply with this direction, you may receive an infringement notice.

## **Variations to price**

You must also communicate and consult with your participants on any proposed changes to their service agreement, including price increases. This must be in a timely manner and in a way that is appropriate for the participant.

There can be no changes to pricing without a new service agreement with the participant.

The Commission will actively monitor and respond to any complaints or information on breaches of this obligation.

Under Australian Consumer Law, you cannot make misleading or deceptive statements about your prices, or the reasons for a price change. The Australian Competition and Consumer Commission can investigate and act where businesses mislead consumers about prices.

## **What are unreasonable prices?**

Prices should correspond to your costs of delivering services. If they don't, government may consider your prices to be unreasonable. You must keep evidence to show how you have set your prices. The department and the Commission can request to see this evidence and will use this to confirm that your prices are justified.

You cannot charge Support at Home participants for any costs for which you are already funded. For example, if you receive a thin market grant you must ensure your prices take this funding into account. The grants are intended to enable eligible providers to set reasonable prices to ensure care recipients in thin markets can purchase services with their budget.

## What is a unit price?

The [Support at Home service list](#) specifies the unit type for each service. This is called the billable unit. The unit price for the service is the price that is charged for each billable unit of service that is delivered.

Services	Information about billing
Transport	<p>The billable unit for transport is 1 trip.</p> <p>A trip is one way. For example, picking up a participant from their home and driving them to their destination.</p> <p>Taking the participant back home is a second trip.</p>
Meal Delivery	<p>The billable unit for meal delivery is per meal delivered.</p> <p><b>Claiming for multiple meals:</b> Meals can be delivered in any quantity. Each meal delivered counts as one billable unit, with multiple courses (e.g. entrée, main and dessert) counting as one meal. A separate claim must be made for each delivery of meals - this may be one meal or multiple meals. Multiple meals delivered on the same day must be claimed in one line item. Ensure the quantity of service units (meals) is correct (3 meals is recorded as 3 units) and record the average meal cost as the service unit cost.</p> <p><b>Eligible costs:</b> You can only claim subsidised components of the meal service, which covers the preparation, packaging and delivery of pre-prepared meals.</p> <p><b>Non-eligible costs:</b> You cannot claim the cost of fresh food and raw ingredients. These are a private commercial arrangement between you and your food suppliers.</p> <p><b>True costs:</b> You must ensure claims accurately reflect the true cost per meal and cannot be for the delivery of takeaway food or meal delivery for other members of the household.</p>
All other services	<p>The billable unit for all services other than Transport and Meal Delivery is time-based. The unit price for 1 hour of a service would be expressed as 'dollars per hour'.</p>

You can set a price for units of less than 1 hour (such as 15 minutes, 30 minutes, 45 minutes) and for more than 1 hour (such as 2 hours, overnight, 24 hours).

You cannot charge a participant for more time than you spent delivering the service to them. For example, delivering 45 minutes of personal care and charging the participant for 1 hour of personal care.

Providers should consider how they can employ efficient scheduling and rostering arrangements to ensure compliance with the Social, Community, Home Care and Disability Services Industry Award 2020 (SCHADS Award) alongside participant needs and preferences.

You may set different unit prices for the same service when it is delivered in different circumstances. This may include:

- days of the week (e.g. weekday or weekend)
- time of the day (e.g. standard business hours or non-standard business hours)
- different types of the same service (e.g. for Meal Delivery, kosher and vegetarian; or for Transport, setting prices based on the length of a trip)
- when allied health and other therapeutic services and nursing services are delivered either directly to a participant (i.e. face-to-face) and/or indirectly (i.e. non-face-to-face).

However, these prices must still be reasonable, and you should be able to demonstrate how you arrived at the different prices.

While you can charge a range of prices for each service type, you are required to list your prices on the Find a provider tool on the My Aged Care website. This includes your most frequently charged price for each service type during standard business hours (as evaluated over the previous 2-months).

The department will actively monitor your published prices on My Aged Care to check they align with the prices you are charging.

## **An example of how to set a unit price**

Provider 'ABC' wants to set its price for delivering 1 hour of personal care during standard business hours to its Support at Home participants.

ABC considers the range of costs incurred in delivering 1 hour of personal care:

- The personal care worker (PCW) is paid \$40 per hour. In addition, the PCW will take leave throughout their employment (annual leave, sick leave, public holidays, long service), and there are a range of on-costs (superannuation, workers compensation, other allowances, etc) for employing the worker. This adds \$15 per hour to the cost of employing the PCW.
- The PCW spends some of their day travelling between different participants and has a lunch break. In total, the PCW spends 70% of their day delivering face-to-face services to participants. As the billable unit (including transport) for this service is face-to-face time with participants, the PCW can only charge for 70% of their day.
- The PCW is reimbursed for their fuel costs while they are travelling.
- The PCW also spends some time each year doing training courses and undergoing staff development.
- ABC has a head office, which handles all the administration and standard business activities for the company. These are estimated to be 15% of all costs incurred by ABC.
- ABC also includes a margin in the price for an hour of personal care, as a return on their capital.

ABC considers all of these factors when determining its unit price for personal care.

**This example and any numbers in it are illustrative in nature.**

## Monitoring and compliance

The department will monitor your compliance with these pricing obligations.

We may refer providers to the Commission for action under their monitoring, compliance and enforcement powers, if we suspect a breach of these requirements.

## More information

Learn more about:

- [charging for Support at Home services](#)
- [charging and invoicing for allied health and nursing services](#)
- charging for [Assistive Technology and Home Modifications \(AT-HM\) scheme](#) services
- [consumer protections – for participants](#)
- [consumer protections – for providers](#)
- the [Support at Home program](#).

You can also refer to the:

- [Support at Home program manual](#) for a comprehensive overview of Support at Home
- [Support at Home pricing FAQs](#) for answers to common pricing questions.

## Improving Australia's aged care system

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



Visit [health.gov.au/aged-care-reforms](https://health.gov.au/aged-care-reforms)



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