

Enhanced Home Care pricing information

New tools on the My Aged Care website will empower senior Australians and their families to be better informed about Home Care Package pricing.

Background

Home care providers are required to publish and review (annually) their prices on [My Aged Care](#). This includes prices for common services and care and package management. [National median prices for home care services](#) are also published on the My Aged Care website quarterly.

What's new

To further enhance pricing transparency, new tools are now available on the [My Aged Care Website](#), including:

- an improved layout to display **Provider Costs**,
- a new **Quick Costs Checker tool**, and
- a **Cost Comparison** indicators.

The changes will better inform senior Australians about the breakdown of a Home Care Package budget, by package level, and enable them to compare the prices of like services between providers.

Updated provider costs tab

The new layout of the [Home Care Package costs and fees](#) pages will make it easier for senior Australians to find information about their package budget and providers' service and management costs all in one place.

After selecting package level, the fortnightly budget and management costs for the selected provider are displayed. A table of common service costs is also provided and a link to the quick cost checker tool.

The quick costs checker

The new quick costs checker enables senior Australians to see the hours of service they would receive from a provider, based on the provider's listed costs, and a typical mix of the

most common services. The calculator considers the standard hourly price of the service(s) selected, management costs, and the value of the package to calculate how many hours of service the user could receive.

While the user can change the mix of services presented depending on likely needs, the cost checker is an example only and actual services to be delivered to meet ageing related care needs will be discussed and confirmed once a Home Care Package Provider is selected. An example of the cost checker:

Quick costs checker

For your Level 2 budget, Suncare Community Services would provide you with about:

11 hours of services per fortnight

This is 1 hour less than average

This could include:

- 4 hours of nursing at \$73 per hour
- 4.5 hours of personal care at \$43 per hour
- 2.5 hours of light gardening at \$48 per hour

Including \$106 on management costs.

Show how this is calculated

Update selection

How does a package work?

To find out more about how Home Care Package budget work or how much you might need to contribute, visit the [HCP Costs and Fees page](#).

How does this compare?

Cost comparison indicators

New cost comparison indicators enable comparison of a selected provider's prices to the average home care prices for the same geographic area. For example:

for 6.5 hours of Personal care	\$325	-11%	Lower than average	✕
for 6.5 hours of Cleaning and household tasks	\$325	-11%	This provider	\$50
			The average	\$56
for 3.5 hours of Light gardening	\$287	+41%	-11% lower	-\$6

This means they can provide around 16.5 hours of service for a total of \$937.

Importance of providers updating content

It is important for home care providers to keep their pricing information up to date on the My Aged Care Provider Portal. Providers must review their published prices at least annually.

When senior Australians are choosing a provider for their Home Care Package, they want to understand provider costs, why provider prices may be higher or lower than others and what makes a provider's services different or better value for them than others.

Have questions?

Call the My Aged Care contact centre on [1800 200 422](tel:1800200422).

More information is also available at:

- [Price transparency for Home Care Packages | Australian Government Department of Health](#)
- [Home Care Package Costs and Fees | My Aged Care](#)
- [HCP Providers – Costs | My Aged Care](#)
- [National Summary of home care prices | Australian Government Department of Health](#)
- [Aged care | ACCC](#)