

PRICING UNDER SUPPORT AT HOME



Why are prices for services different?

Previously, aged care providers charged fees for Package Management and Care Management, separate to your service costs. Under the rules for Support at Home, all aged care providers must now only charge 10% of each client's budget for Care Management. The government has instructed providers to roll all other operational costs into service fees. This includes all costs relating to:

- Maintaining our workforce of experienced Care Partners.
- Management of scheduling, reimbursements, invoicing and claiming funds.
- Education, professional development and training of our staff and workers.
- Monitoring and management of our provider partners to meet our compliance and quality standards expectations.
- Ongoing business costs, such as: office lease payments, utilities, phones and internet network, electricity and IT.
- Clinical and financial governance practice to ensure ethical and lawful security and compliance.
- Book-keeping, administration, human resources, marketing and promotions.

Plus all costs of transiting to Support at Home, including



- Aged Care Provider application and registration fees.
- Research and learning about the Aged Care Quality Standards, the new Aged Care Act and Support at Home, to adapt our service delivery model.
- Communications, training and change management activities for staff.
- Renegotiation of service delivery agreements with delivery partners.
- Redevelopment of IT and accounting systems to deliver Support at Home.
- Creation of new client resources, e.g. handbooks, guides and Fact Sheets.



Please note, this is the same for all aged care providers

Existing Home Care Package clients will maintain the same level of funding, and any unspent funds accumulated. The **no-worse-off principle** states that any co-contributions you are required to pay will NOT exceed the Income Tested Care Fee you were required to pay before.

If the price increases mean your funding no longer covers the costs of your previous services, we will work with you to balance your Support at Home budget or make some 'top-up' payments.

If the changed pricing allows more scope in your budget, we can discuss what additional services you may now have available.

As always, we are committed to minimise any disruption to your services and ensure you get the best possible care. We will support you through this change.