



Australian Government



myagedcare

Receive the outcome of your assessment

Research home care providers & work out costs

Be assigned a home care package

Enter into a Home Care Agreement

Manage your services

Entering into a Home Care Agreement - Considerations and Checklist

WHAT TO CONSIDER	WHY
What is included in your Home Care Agreement	<p>Your Home Care Agreement sets out how your services will be provided, who will provide them, and how much they will cost. Your Agreement will include a:</p> <ul style="list-style-type: none"> Care plan –outlining the services you will receive under your package taking into consideration your individual goals and preferences Individual budget – outlining the funds available in your package, and how those funds will be spent. <p>If your care needs change over time, your care plan and budget should be updated to reflect care plan or costs change.</p>
Your individual (home care package) budget	<p>Discuss your home care package budget with the provider to see what services you can afford.</p> <p>Your home care package budget is made up of:</p> <ul style="list-style-type: none"> The government subsidy (and eligible supplements) The basic daily fee, which all people receiving a home care package may be asked to pay. This is a fee that is negotiated between you and your provider Your income-tested care fee. You may need to pay this depending on your assessable income (if you entered into a Home Care Agreement after 1 July 2014) Any other amount you have agreed to pay.
Does the provider charge administration costs – what do these cover?	<p>Each provider will have administration costs associated with providing care and services. Be clear about what those costs are and how much you will be charged. The charges may be called different things by different providers so ask for clarification on what each covers. For example, they may be listed as case management or core advisory fees.</p>
If I change providers, will I need to pay a fee?	<p>Providers are able to charge an exit amount to cover any administration costs they may incur.</p> <p>Clarify what (if any) exit amount they will charge you if you decide to change providers and any minimum contract period that may apply. Your provider must disclose the exit amount in your Home Care Agreement and you can also view this amount on the My Aged Care website www.myagedcare.gov.au.</p>

<p>What information will be covered in my statement?</p>	<p>You will receive monthly statements that show how your home care package budget is being spent. The statement will show you the income and expenditure for your package, and any unspent home care amount so you can keep track of your spending.</p> <p>Any unspent home care amount will carry over from month to month, and from year to year, for as long as you continue to receive care under the package. If you want more information about how you will receive the statement, discuss this with the provider.</p>
<p>What if I need assistance with interpreting my Home Care Agreement?</p>	<p>If you need an interpreter to assist you with developing your Home Care Agreement, budget and care plan you should ask your provider to arrange time with the Translating and Interpreting Service (TIS National). TIS offers telephone or on-site interpreting services in over 100 languages and can be used free of charge when you are working with your provider to develop or revise details of your Home Care Agreement.</p>
<p>Do I understand the terms of my Home Care Agreement?</p>	<p>Your provider has a responsibility to help you understand the terms of your Home Care Agreement and it is important that you are happy and secure with the information contained in your Agreement before you sign it.</p> <p>Read it carefully. Create a list of questions and concerns and discuss them with a friend, family member, carer or advocate before discussing these with your provider. You can also seek independent legal advice, if you wish.</p> <p>Once you are happy with the content of the Agreement, you can sign it and this will be your contract to start receiving services.</p>
<p>Can I change my Home Care Agreement?</p>	<p>It is <u>your</u> Home Care Agreement so you can talk with your provider about changes at any time. Any changes to the terms of your Agreement are subject to mutual consent with you provider. Talk to your provider about this process.</p>

CHECKLIST

- Confirm who will deliver your services, how often and where they will deliver the services.
- Provide your support plan and outcome from your income assessment to your provider.
- Clarify the fees and costs associated with the delivery of your services.
- Work with your provider to design a care plan that meets your needs and care requirements.
- Review your Home Care Agreement with a family member, carer, friend or advocate. If you want to, you can also seek independent legal advice.
- Sign your Home Care Agreement and start receiving services.