

Summary and Proposed Actions

Changes to Support at Home pricing arrangements for in-home aged care providers

Background	The government will introduce Support at Home set price caps from 1 July 2026. We have summarised Changes to Support at Home pricing arrangements document (updated 24 Jan 2025) and developed actions for your organisation to consider in preparation. Please note: Changes do not apply to CHSP	
Change	Details	Actions to consider
What is not changing?	<p>In 2025-26 in-home aged care providers will continue to set their prices for Support at-home services</p> <p>Providers need to ensure that prices are reasonable and fair</p> <p>A pooled Care Management function based on 10% of ongoing Support at Home classification funding, will still commence from 1 July 2025.</p>	<p>Change Management</p> <ul style="list-style-type: none"> Develop a change management strategy and an action plan Beware of the negative impact of ‘change saturation’ and stage the actions in consideration of your staff readiness <p>Financial sustainability</p> <ul style="list-style-type: none"> Understand your business costs Consider financial strategy. review financial structures, obligations and cash flow forecast Develop full cost recovery unit cost including direct and indirect expenditures
What is changing?	<p>From 1 July 2026, government-set price caps will apply.</p> <p>The government will introduce additional consumer protections to monitor prices to ensure providers' prices are fair</p> <p><i>Important to note</i> The Government will actively monitor the prices charged and will request providers to explain if the prices are deemed not reasonable or fair</p>	<p>Communication strategy</p> <ul style="list-style-type: none"> Develop & implement a communication strategy to ensure open and transparent communication with staff, current and prospective clients and stakeholders (including board, organisational finance, vendors and relevant partners) Review /develop marketing materials clearly outlining changes in prices and reasoning Ensure sufficient time for clients, staff and other stakeholders to raise issues and consider feedback Ensure the open feedback channel is clearly stated in all materials
Transparent pricing requirements	<p>From 1 July 2025, providers will need to</p> <ul style="list-style-type: none"> Share Support at Home pricing information with the Department Publish full schedule of the prices on their website Report their fee structures and revenue data to the Department regularly <p><i>Important to note</i> Pricing information will be published on the My Aged Care Website's Find a Provider tool by the Department</p>	<p>Service Agreements</p> <ul style="list-style-type: none"> Service Agreements must align with the new Aged Care Act 2024 and reflect fees and subsidies Obtain HCP clients' consent by signing new agreements by 1 July 2025
Business Documents	<p>Providers will have to</p> <ul style="list-style-type: none"> Provide clients with monthly itemised financial statements Financial Statements to detail specific services delivered, quantity of hours/sessions/trips/etc and the corresponding costs 	<p>Business processes</p> <ul style="list-style-type: none"> Implement required software/IT changes Review business processes in response to the reporting changes and obligations Consider skills audit and training/re-training of staff