



Home care pricing audit

A home care pricing audit helps the Aged Care Quality and Safety Commission (the Commission) understand your financial and price charging practices. They also give the Commission the opportunity to offer support and education to ensure you can meet your home care pricing responsibilities.

The Commission's goal is to assist you in managing your financial operations, so you can deliver sustainable, high-quality care and services.

Legislation

Section 56-2 of the *Aged Care Act 1997*
Part 3, Division 3B, 21K to 21M of the *User Rights Principles 2014*.

Benefits and outcomes

A home care pricing audit can help you:

- better understand your home care package pricing responsibilities
- improve overall performance
- save consumers' money
- show value for money
- have fair and mutually agreed charging practices
- contribute to building a sector consumers can trust
- identify issues and education needs.

Provider selection

If you offer home care packages, the Commission may select you for one or more of the following reasons:

- you are a new home care provider who has begun accepting clients
- the person receiving care, or their representative has made a complaint about the pricing of your home care package
- you have not had a home care pricing audit before and could benefit from one
- you are at risk of non-compliance, or the Commission is concerned about how you manage home care packages or charge your consumers.

The audit process

There are 4 steps to the audit process.

- 1. Gather** – collect your written documents and records related to your home care package pricing.
- 2. Discovery** – a meeting to discuss how you manage your home care packages.
- 3. Analysis** – the Commission reviews your charging practices and management of home care packages.
- 4. Feedback** – the Commission assesses your compliance and discusses any recommendations with you.

Audit requirements checklist

As part of a home care pricing audit, the Commission may need information about your:

- governance arrangements (policies and procedures)
- pricing schedules
- full price list
- pricing reviews
- accounts and statements
- care and package management fees
- exit amounts
- home care agreements
- Individualised budgets
- monthly statements to consumers.

Important: the Commission may take regulatory action if you do not comply with your responsibilities on purpose or do not return to compliance within the agreed timeframe.

Further information

- Targeted Review and Audit webpage

Contact us

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Non-compliance

The Commission prioritises education and risk management, with the goal of helping you manage your pricing responsibilities effectively, without the need for regulatory action.

If we find non-compliance, we will work with you to fix the issues. Together, we will establish an improvement plan and define a compliance timeframe.

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