



Home care package pricing audit

A home care package pricing audit helps the Aged Care Quality and Safety Commission (Commission) understand your financial and price charging practices. It also gives us the chance to provide you with support and education so you can meet your home care pricing responsibilities.

We want to help you manage your financial processes, so you can provide ongoing, high-quality care and services.

Legislation

Your pricing responsibilities are covered by:

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

Benefits

Benefits of the audit include:

- better understanding of your pricing responsibilities
- opportunities to improve your performance
- fair charging practices agreed to by you and the people in your care
- an aged care sector that people can trust
- identifying issues and areas where education and support can help.

Who we audit

If you provide home care packages, we may choose to audit you for one of these reasons:

- if you have a history of complaints about home care fees
- if we haven't audited you or taken regulatory or complaint action in the last 12 to 24 months.

The audit process

There are 4 steps to the audit process.



1. Gather

– we collect from you, documents and records about your home care package pricing.



2. Initial meeting

– a meeting to discuss how you manage your home care packages.



3. Analysis

– we review your charging practices and how you manage home care packages.



4. Feedback meeting

– we assess how you're complying with your responsibilities and discuss any findings and recommendations with you.

Audit checklist

As part of the audit, we may need information about your:

- ✓ Home Care Agreements (including any changes or variations)
- ✓ pricing schedules
- ✓ communication with people receiving care about pricing changes
- ✓ monthly financial statements
- ✓ budgets for each of your care recipients
- ✓ selected people who were receiving care that have left
- ✓ price setting
- ✓ pricing information available on your website
- ✓ package management charges
- ✓ third-party and sub-contractor arrangements
- ✓ invoices and payment records.



Important: the Commission may take regulatory action if you deliberately don't comply with your responsibilities or don't return to complying in the agreed timeframe.

More information

- [Targeted Review and Audits webpage](#)
- [Home Services Pricing and Agreements – Navigating changes the right way guidance document](#)
- The Department of Health and Aged Care: [Pricing for Home Care Packages](#)

Contact us

f&p.reviews&audits@agedcarequality.gov.au

We focus on education and managing risk management. We want to help you manage your pricing responsibilities effectively, without the need for regulatory action.

If we find that you are not complying, we will work with you to fix the issues. Together, we will work out an improvement plan and a timeframe for you to comply.

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Web

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Write

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