



Support at Home pricing information and service agreements

Under the Aged Care Act 2024, older people have the right to clear information so they can make informed decisions about their care. This includes the right to access clear pricing and service information for Support at Home services.

The **7 November 2025** deadline to update your service information and pricing, as prescribed in legislation, has passed. All providers must update their pricing and service information on the My Aged Care Service and Support Portal to comply with their obligations under the Act. This will also help providers and older people to compare providers and finalise their service agreements.

We understand that some providers have experienced issues with information they have entered in the Portal being accurately reflected in the My Aged Care Find a Provider tool. A technical update on 29 November 2025 has now addressed this issue.

Please note that following this update it may take some time for any data already entered in the Portal to flow through to the Find a Provider tool. While this happens, there is no need to re-enter your data. If you have further technical difficulties, please contact the My Aged Care Service Provider and Assessor Helpline on **1800 836 799**.

What you need to do

To meet your pricing obligations, you need to:

- update your [Support at Home service information and pricing in the My Aged Care Service and Support Portal](#)
- complete the following for each of your service outlets:
 - verify your services and remove any that are not included in the Support at Home service list
 - ensure pricing is current and includes standard business-hours rates
 - check your service delivery area is accurate
 - confirm outlet names and descriptions.

You need to have done this by **Friday 12 December**, noting that this will be 5 weeks since the legislated requirement to do so.

Uploading or linking to a price schedule on your website does not meet this obligation.

To meet your obligations on service agreements, you must:

- give the older person enough information, support and time to make an informed decision about signing their service agreement
- begin working with the older person on their service agreement within 30 days from when their individual contribution rate is confirmed and finalise their service agreement within 90 days
- explain any service prices that are higher than what is published on your website.

How we monitor and manage non-compliance

The Department of Health, Disability and Ageing (department) is actively monitoring providers to make sure their pricing is transparent and reasonable. The department as the System Governor will engage with relevant providers who are non-compliant with My Aged Care pricing transparency requirements.

The department will commence a program assurance activity of actual prices early in 2026. Providers who cannot justify their prices will be referred to the Aged Care Quality and Safety Commission (the Commission) for further monitoring or investigation.

The Commission will also use regulatory intelligence, information from complaints and other data to identify provider non-compliance. If the Commission believes a provider has not met their obligations after further investigation it may take compliance or enforcement action.

We urge you to verify or update your service and pricing information urgently to ensure you are compliant with your obligations and your details show correctly in the My Aged Care [Find a Provider tool](#).

We remind you that it is not acceptable for providers to pressure older people to finalise their service agreements before they are required to do so, which is within 90 days of when their individual contribution rate was confirmed by Services Australia.

More information

- Visit the department's [Support at Home transition activities webpage](#)
- Read the [Provider Transition Guide](#) and the [Service and Support Portal User Guide](#)
- See the [Commission's Compliance and Enforcement Policy](#)

December 2025