


Preparing for Support at Home

Thursday 2 October 2025

Presenter: Anita Courtney, Principal

Acknowledgement

The background of the slide is a vibrant Indigenous artwork. It features a dark blue/black base with various colorful patterns. On the left, there are concentric circles and wavy lines in purple, blue, and green, some filled with dots. In the center, a large, flowing blue wavy line is prominent. To the right, there are green arrows pointing upwards and yellow star-like patterns. At the bottom right, there are more concentric circles and wavy lines in purple, blue, and green, some filled with dots. The overall style is traditional Indigenous dot painting with a modern, colorful twist.

Russell Kennedy acknowledges the Traditional Custodians of the land and waters on which we gather today – the Yugambeh people. We honour their Elders past and present and recognise the continuing connection to Country. We also acknowledge Aboriginal and Torres Strait Islander peoples from other regions, as well as South Sea Islander peoples who now live in this area and contribute to the community.

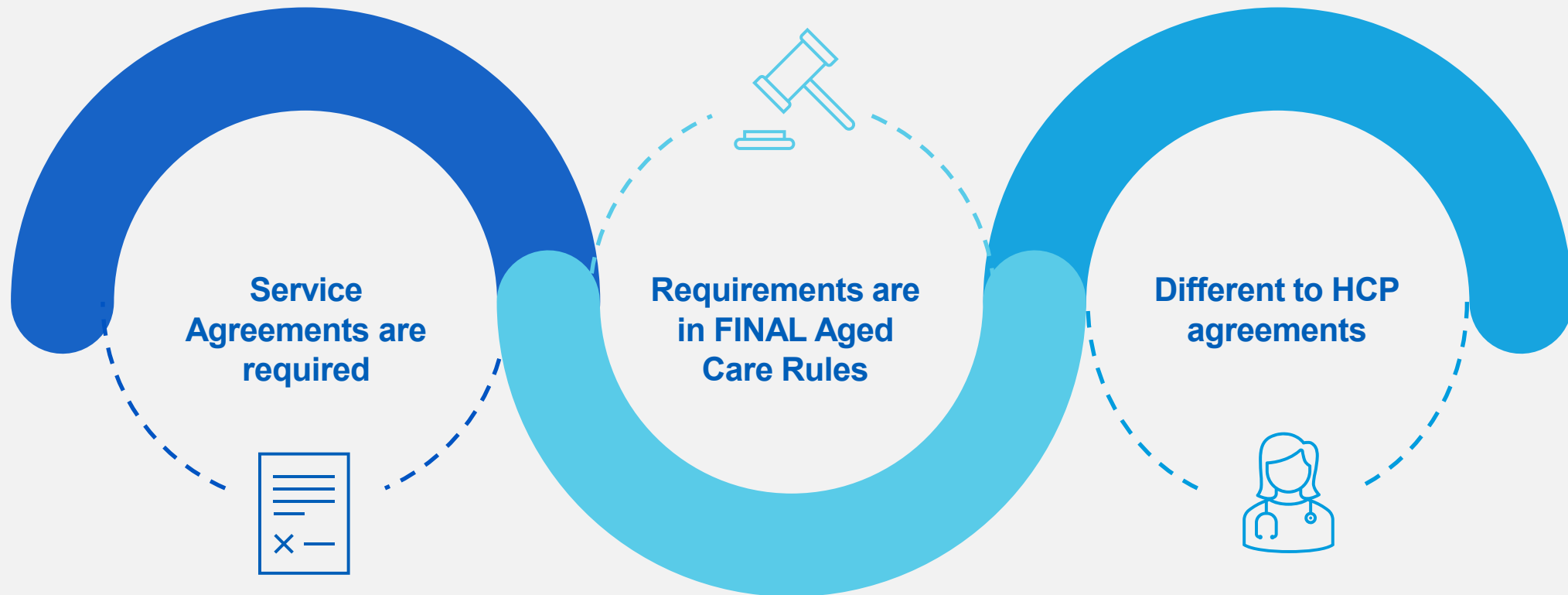
Introduction

Welcome to today's session on preparation for Support at Home.

As the Support at Home program introduces major reforms, providers must adapt to new compliance requirements while upholding transparency, fairness, and person-centred care for older Australians.

The session will cover:

1. Agreements
2. Price Lists
3. Associated Providers
4. Complaints and feedback and whistleblowers
5. Record keeping



Note:

- Must enter into service agreement before the individual's start day
- Obligation to "involve" individuals and "help" them understand
- Must "review" the service agreement annually and whenever the individual requests it
- Price increases allowed

Transitioning clients to new Agreements

ENTER new agreements?

OR

VARY your existing agreement by way of letter + consultation *and then* get new agreements signed

- Risks: insufficient information to do agreements?
- Is a variation enough?



Variations: FAQs and common mistakes



Can't we just send them a new agreement and tell them to contact us if they have any questions?

What if they won't agree?

What if they don't sign?

What if we get this wrong?



Price Lists

Price List or Price Lists?



Common prices

- *A registered provider...must publish on [its] website the **most common price** that [it] charges individuals for **each service** in the [service list]*
- Common price = *“the price for a service that the registered provider has most frequently charged during the previous 2 calendar months calculated at end of June, August, October [etc]”*
- No distinction based on Service Delivery Branch
- **Obligation to report to System Governor within 30 days**

Actual prices

- May be different to common price list
- Basis of your agreement
- Allow for a range?
- Variation regional versus metro

Associated Provider Management

Associated Providers: Who are They?

Associated providers



Those who deliver **funded aged care** services on your behalf.

Gardeners

Domestic assistance

Nurses

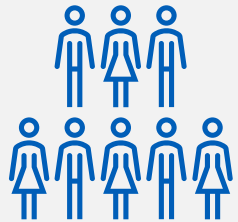
Personal care workers

You must report SOME associated providers to the Commission (Cat 4+)
BUT your obligations don't stop there

An aged care worker of a registered provider means (a) an individual employed or otherwise engaged (including as a volunteer) by the registered provider to deliver funded aged care services; or (b) an individual who:

- is employed or otherwise engaged (including as a volunteer) by an associated provider of the registered provider; and
- is engaging in conduct under the associated provider's arrangement with the registered provider relating to the registered provider's delivery of funded aged care services.

Associated providers



New Act recognises the concept of “associated providers” but **does not regulate them: registered provider is responsible.**

So:

You must have a suitable contract in place with contractors






- Align with your obligations
- Ensure sufficient communication – eg incidents, complaints and SIRS
- Information sharing – records to evidence compliance: police checks, training records, incident management

BUT a contract is not enough!

- Auditing essential
- Records: spot checks versus what records
- What training do workers need? Risk-based framework
- Know your client / participant

Complaints, Feedback and Whistleblowers

Obligations:

-  Have a documented complaints and feedback system and a documented whistleblower system
-  Provide a copy of your complaints and feedback policy and whistleblower policy to clients, supporters, staff and responsible persons and anyone else who requests it
-  Monthly reminders to all the above
-  Annual review
-  Training to staff (annually or as otherwise required)

Record Keeping and Privacy



Obligations in relation to protecting personal information and explaining them



Restrictions on disclosing personal information without consent

Note: supporters do not have unfettered access



Must protect the information “by security safeguards that is reasonable in the circumstances to take against the loss or misuse of the information”



Need to consider other laws



Privacy Act (Cth)



Health Records Act (Vic)



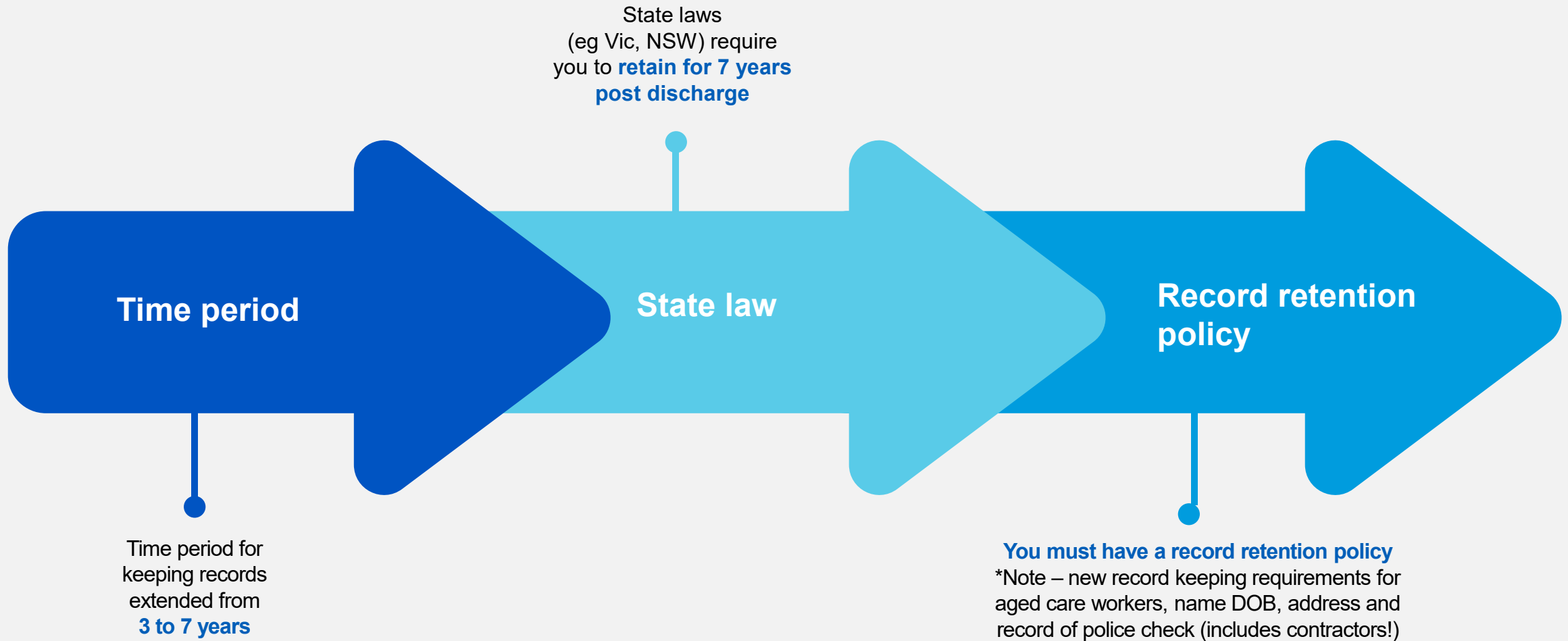
Health Records & Information Privacy Act (NSW)



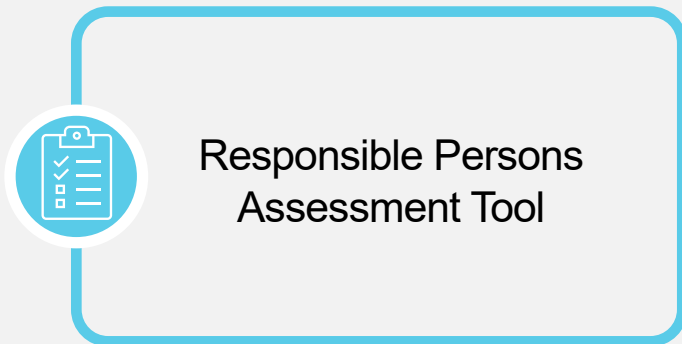
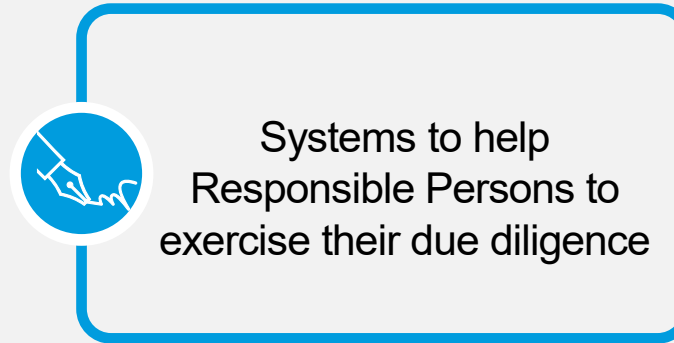
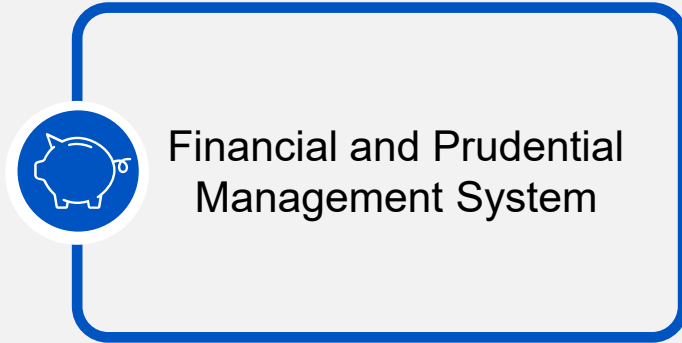
Health Records (Privacy & Access) (ACT)



NDIS laws and others



Other things you'll need



Key Takeaways



- **Service Agreements:** Plan how and when will you transition your clients. Understand the rules when 'varying' an agreement.
- **Pricing Transparency:** Consider common pricing versus your actual pricing.
- **Associated Providers:** You're responsible - contracts, audits, and communication are essential.
- **Complaints & Whistleblowers:** Maintain clear systems, share policies, and provide regular training.
- **Record Keeping & Privacy:** Keep records for 7 years and protect personal data under privacy laws. Be aware of new record keeping requirements for individual workers (including contractors)

Stay Ahead of the Changes – Be Ready for 1 November 2025



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It offers practical, legally reviewed template documents, tools, resources and training offerings on subscription.

Why choose RK DocsConnect?

- One-time purchase, multiple use
- Updated by aged care lawyers
- Built for providers
- Save time and money
- Practical

How it works

- Subscription Model
- One-Off Purchase
- No Customisation via RKDC



Scan to visit the platform



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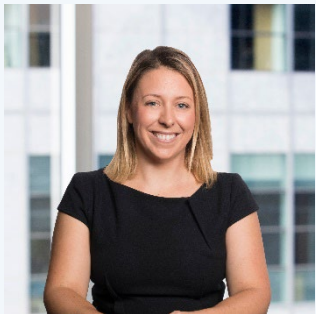
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Questions?



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