Consultation Paper on the Pricing Approach for the Support at Home Service List 2025–26

**Survey**

## Overview

The Independent Health and Aged Care Pricing Authority (IHACPA) invites you to have your say on the Consultation Paper on the Pricing Approach for the Support at Home Service List 2025-26.

The Australian Government’s Support at Home program will combine existing in-home aged care services into a single, simplified program designed to assist older people to live independently at home for longer.

The program will replace the Home Care Packages Program and Short-Term Restorative Care Programme from 1 July 2025.

To support the development of our pricing advice to government, we are seeking feedback on the proposed approach, methodology and principles to be used.

**Have your say**

We encourage you to share your experience and advice on aged care pricing. Your input will help us provide pricing advice that meets the needs of the aged care sector and accurately reflects the cost of delivering safe and high-quality services.

Our consultation paper covers many areas, including:

* pricing policy principles
* data and information requirements
* development of unit prices for the Support at Home services list
* pricing methodology and indexation
* price benchmarking and adjustments.

The online survey includes all 16 questions from the consultation paper. You can respond only to questions of interest or relevance to you. You do not need to respond to all questions.

We have also included some questions that seek information about you, your role and your perspective. Answers to these questions will help us to further understand your responses.

This survey may take around 15-minutes to one hour to complete, depending on the length of your responses and how many questions you choose to answer. We recommend copying your responses into a separate document in case you have any problems submitting your responses.

We ask you to provide your name and email contact details so that we may contact you if we have any questions about your feedback.

**Why your views matter**

Everyone with an interest in aged care is encouraged to take part and provide feedback on a range of questions in the consultation paper.

Your feedback will help inform the pricing advice we provide to the Australian Government.

**Key dates:**

|  |  |
| --- | --- |
| **Release of consultation paper inviting feedback** | Monday 23 September 2024 |
| **Submissions close** | Friday 25 October 2024 |
| **Release of consultation report combining feedback** | 2025 |
| **Pricing Framework for Australian Support at Home Aged Care Services 2025–26** | 2025 |

This survey may take around 15-minutes to one hour to complete, depending on the length of your responses and how many questions you choose to answer. We recommend copying your responses into a separate document in case you have any problems submitting your responses.

You can also make a submission by email to [submissions.ihacpa@ihacpa.gov.au](mailto:submissions.ihacpa@ihacpa.gov.au). If making a submission by email or mail, please attach a copy of the survey to your submission

Please note: Unless you specifically request that your submission or parts of your submission should not be released, all submissions will be published on the [IHACPA website](https://www.ihacpa.gov.au/consultations). We retain the right not to publish any submissions, or part thereof, where we consider it appropriate to do so.

Personal contact details for all submissions will be removed or redacted from each submission before they are published on our website. Your information will be stored securely and used in accordance with [IHACPA’s Privacy Policy](https://www.ihacpa.gov.au/about-ihacpa/who-we-are/corporate-information/policies/privacy)

## Survey

1. Full name (Required)

Click or tap here to enter your name

2. Email address (Required)

Click or tap here to enter your email address.

3. Phone number

Click or tap here to enter your phone number.

4. Organisation name

Click or tap here to enter text.

5. What statement best describes your involvement with in-home aged care? (tick multiple if applicable)

I am receiving in-home aged care services

I am a carer, representative, or family member of someone receiving in-home aged care services

I am from a peak body or similar organisation

I am an in-home aged care provider

I work for an in-home aged care provider

I am a health professional/clinician

I work for a Commonwealth, state or territory government department or agency

I work for a Primary Health Network

I work for a Local Health Network or public hospital

I work for a research institute, university, policy institute or consulting group

I work for an information technology provider

I am a member of the general public  
 Other (please provide details):

Click or tap here to enter details.

6. If you work for/are an in-home aged care provider, what type of organisation do you represent?

Government-owned

Private

Not-for-profit

N/A

7. For those who work for an in-home aged care provider or are answering on behalf of a provider, which best describes your role in the organisation?

Owner

Manager

Aged care worker (non-clinical)

Personal care worker

Nurse

Allied health professional

Other (please provide details)

Click or tap here to enter details.

8. If you work for/are an in-home aged care provider, what states and/or territories does your organisation provide in-home aged care services in? (tick all that apply)

New South Wales

Victoria

Queensland

South Australia

Western Australia

Tasmania

Northern Territory

Australian Capital Territory

N/A

9. If you work for/are an in-home aged care provider, which of the following areas does your organisation provide in-home aged care services in? (tick all that apply)

Metropolitan

Regional

Rural

Remote

N/A

10. If you work for/are an in-home aged care provider, which of the following in-home aged care service/s does your organisation provide? (tick all that apply)

Home Care Package Program (HCP)

Short-Term Restorative Care Programme (STRC)

Commonwealth Home Support Programme (CHSP)

National Disability Insurance Scheme

Residential Aged Care

11. If you work for/are an in-home aged care provider, please tick the services delivered by your organisation (or arranged for delivery through your organisation via a sub-contractor) [tick all that apply].

Nursing (Registered, enrolled, or nursing assistant)

Care management (Clinical, non-clinical)

Personal care (Assistance with selfcare, activities of daily living, medications, skin integrity, continence management

Domestic assistance (General house cleaning, assistance with household activities, laundry services, shopping delivery)

Home maintenance (Light gardening, maintenance of outdoor areas, minor house repairs)

Meal preparation (Assistance with food preparation, where the older person is unable to prepare meals independently)

Social support and community engagement (Group activities, individual support, cultural support, accompanied activities, digital education and support, maintain personal affairs)

Respite (Flexible respite, community and centre-based, cottage respite)

Aboriginal and Torres Strait Islander health practitioner

Aboriginal and Torres Strait Islander health worker

Meal delivery (includes meals provided to a person’s home or a community venue, accessing information on person’s specific dietary needs)

Transport (includes meals provided to a person’s home or a community venue, accessing information on person’s specific dietary needs)

Allied health – please specify below.

Occupational therapist

Physiotherapist

Podiatrist

Dietician or nutritionist

Exercise physiologist

Speech pathologist

Psychologist

Counsellor or psychotherapist

Social worker

Allied health assistant

Other (please provide details):

Click or tap here to enter details.

12. Have you heard of the Independent Health and Aged Care Pricing Authority (IHACPA) prior to this public consultation?

Yes

No

13. A Do you identify as a member of any of the following groups? (tick multiple if applicable)

Aboriginal and Torres Strait Islander peoples

Culturally and linguistically diverse communities

People living with dementia

People experiencing or at risk of homelessness

LGBTQIA+ identifying people

Veterans

Older people with a disability

Other (please provide details)

Click or tap here to enter details.

14. Do you or your organisation represent any of the following groups? (tick multiple if applicable)

Aboriginal and Torres Strait Islander peoples

Culturally and linguistically diverse communities

People living with dementia

People experiencing or at risk of homelessness

LGBTQIA+ identifying people

Veterans

Older people with a disability

Other (please provide details)

Click or tap here to enter details.

15. Does your organisation provide specialist care to any of the following groups? (tick multiple if applicable)

Aboriginal and Torres Strait Islander peoples

Culturally and linguistically diverse communities

People living with dementia

People experiencing or at risk of homelessness

LGBTQIA+ identifying people

Veterans

Older people with a disability

Other (please provide details)

Click or tap here to enter details.

16. If you are a provider of in-home aged care services, how many older people does your organisation provide care to?

1-50

51-100

101-200

201-500

501-1000

1001+

17. How many people does your organisation employ on a regular basis? (including casual staff and business owner)

1 (I am self-employed/sole trader)

2-4

5-19

20-100

101 or more

18. What are you most interested in hearing about from IHACPA?

Click or tap here to enter text.

19. How did you hear about this public consultation?

Social media (for example X, LinkedIn)

Department of Health and Aged Care newsletter

IHACPA email

Peak body or similar organisation

Commonwealth, state or territory government department or agency

From an aged care provider

Online advertisement in aged care networks/newsletters

Other (please provide details)

Click or tap here to enter text.

20. Would you like to sign up to IHACPA’s mailing list to receive updates on our Support at Home / in-home aged care work?

Yes

No

## Consultation paper questions

1. What concerns, if any, do you have about the transition to set unit prices for services on the indicative Support at Home service list?

Click or tap here to enter text.

2. In developing its advice, what factors should IHACPA take into account when setting prices for different services?

Click or tap here to enter text.

3. What, if any, changes do you suggest to the proposed pricing principles to guide the development and operation of the Pricing Framework for Australian Support at Home Aged Care Services 2025-2026?

Click or tap here to enter text.

4. Are there any additional pricing principles for in-home aged care services that should be added? If so, please advise what they are.

Click or tap here to enter text.

5. How could IHACPA improve the representativeness of the cost collection participation across a range of domains, for example, service types, geography, specific population groups?

Click or tap here to enter text.

6. Do you support IHACPA's proposal to establish unit pricing using a cost-based approach that reflects the available data? Please provide a rationale.

Click or tap here to enter text.

7. Are there any alternative approaches to pricing that IHACPA should consider? Please provide a rationale

Click or tap here to enter text.

8. What else should be considered in the development of an indexation methodology for Support at Home unit prices?

Click or tap here to enter text.

9. To what extent should IHACPA consider price benchmarking for similar services provided under comparable schemes in adjacent sectors (for example, National Disability Insurance Scheme, Department of Veteran’s Affairs) and why?

Click or tap here to enter text.

10. What factors, if any, should be considered as cost differences that should be accounted for in the pricing of in-home aged care services?

Click or tap here to enter text.

11. What factors should be considered in the pricing adjustments to allow for differences in costs within a given service type, and why? Please provide a rationale and evidence to support your answer.

Click or tap here to enter text.

12. Should particular service types be considered for additional pricing adjustments to recognise social support aspects of the service? Which services? Please provide a rationale and evidence to support your answer

Click or tap here to enter text.

13. Is the pricing method fit-for-purpose across all geographic areas, including areas where there are thin markets?

Click or tap here to enter text.

14. For future years, what do you see as the priority areas for IHACPA to consider when developing advice on adjustments to the service list unit prices? Please provide supporting evidence, where available.

Click or tap here to enter text.

a. What provider or participant-based factors are important for these or other pricing adjustments? Please provide supporting evidence, where available.

Click or tap here to enter text.

15. Providers are required to provide safe and high-quality care. What safety and quality of care issues should be considered as part of IHACPA's pricing advice?

Click or tap here to enter text.

## Final questions

1. Please indicate if there are specific sections of your submission that you wish to remain confidential and the reasons for this.

Click or tap here to enter text.

19. I consent to IHACPA publishing my submission. (Required)

Yes, I consent  
 No, I do not consent

20. I consent to IHACPA contacting me for further information or clarification about my submission.

Yes, I consent  
 No, I do not consent

21. What is your preferred method of contact?

Email  
 Phone

## Thank you for your submission

Your feedback will contribute to the development of the Pricing Framework for Australian Support at Home Aged Care Services 2025–26 and the accompanying consultation report, which will be published in 2025.

If you have any questions or need to contact us about your submission, please email [submissions.ihacpa@ihacpa.gov.au](mailto:submissions.ihacpa@ihacpa.gov.au) or phone +61 2 8215 1100.

If you would like to receive updates about our work in aged care and upcoming consultations, please [subscribe](https://www.ihacpa.gov.au/subscribe) to our mailing list.

To participate in future aged care cost data collections with IHACPA, please contact [agedcarecosting@ihacpa.gov.au](mailto:agedcarecosting@ihacpa.gov.au).

**How to submit your response**

* email this survey to [submissions.ihacpa@ihacpa.gov.au](mailto:submissions.ihacpa@ihacpa.gov.au)
* print this survey and mail it to:  
  Independent Health and Aged Care Pricing Authority  
  PO Box 483  
  Darlinghurst NSW 1300