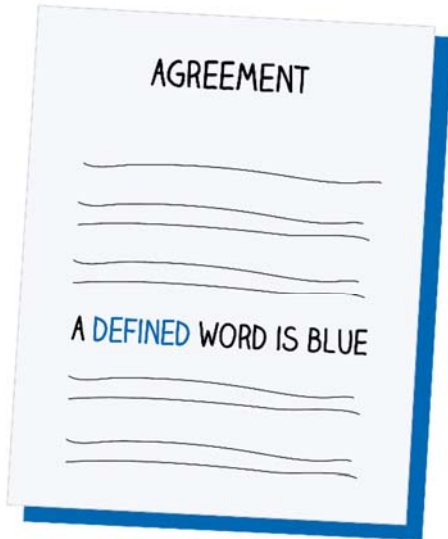


Easy Read Guide to Support at Home Service Agreement





Defined words

This guide has some defined words.

The first time we write a defined word:

- the word will be in **blue**
- we will write what the defined word means.



You can get help with this guide

You can get someone to help you:

- read this guide
- know what this guide is about
- find more information.

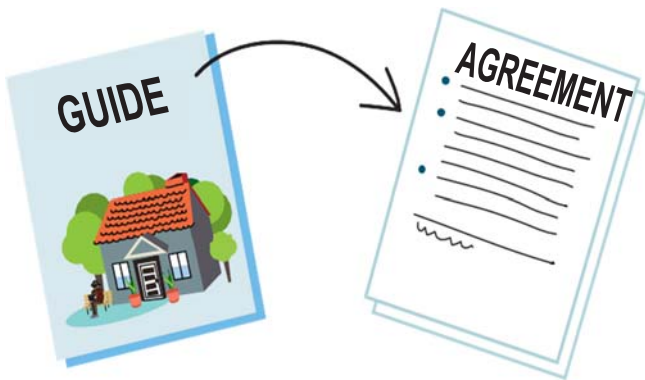


You and us

When we say **we** and **us** it means the support at home provider.



When we say **you** it means the person who gets services from us.



About this guide

This guide has important information about your **service agreement**.

We will call your service agreement the **agreement**.



This guide tells you:

- about the agreement
- what we must do for you
- what you must do for us
- about what you must pay
- about your services
- how you and we can change or end the agreement.



About Support at Home

Under the Support at Home Program, the Government helps pay for services that support you to live at home.

If you are eligible, the Government will:

- give you an access approval
- make a support plan for you that sets out the types of services you can get.

If you would like to get services from us, you can enter into the agreement with us.



About the agreement

An agreement is a legal document which is binding. It means we each promise to do something for each other.



If you want us to provide services,
please sign the agreement.

Getting Help

You can ask for help from:

- your family or friends
- a **supporter** (someone you register with Government who can help you make decisions)
- an **advocate** (someone you trust to say what you want)
- a **guardian** (someone who can help you make legal and other choices)
- a **power of attorney** (someone you name in a formal document to make legal and other choices for you).





Your guardian or attorney can sign the agreement for you.

You should only sign the agreement if you:

- understand the information
- agree to the information.



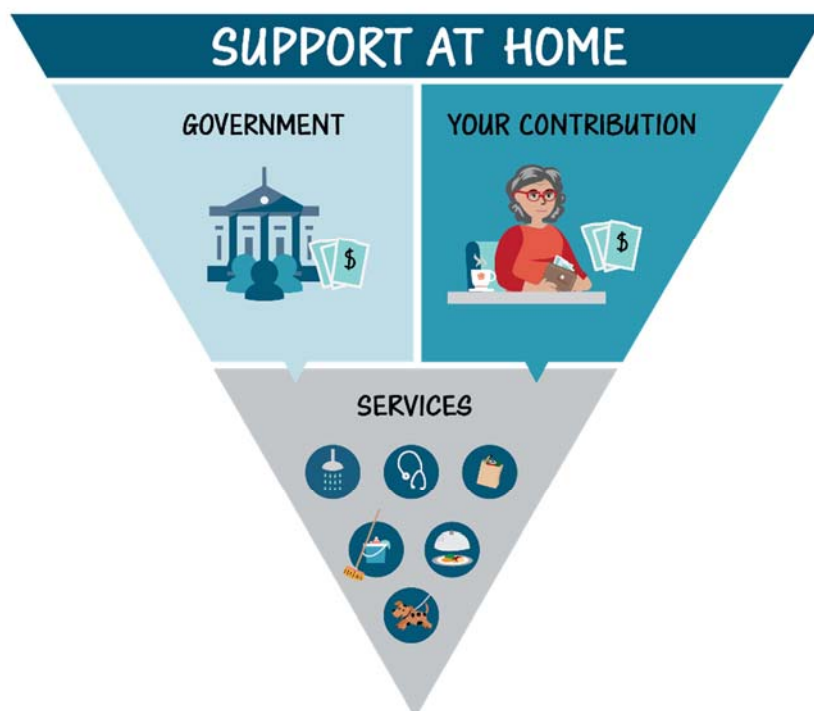
You can talk to us about the agreement.

You can tell us if you:

- don't understand the information
- don't want to sign the agreement.

Government funding

Every three months, the Government will make money available to pay for services for you. This is referred to as your Quarterly Government Funds in your agreement.

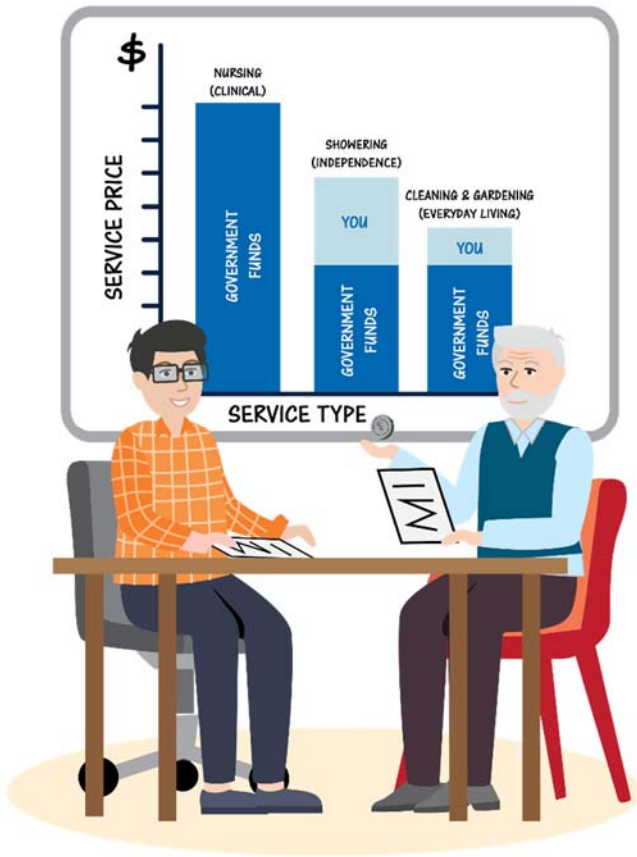


Your budget and monthly statements

We will work with you to make a **budget**. A budget is a plan for what services you will receive and how much they will cost.

Every month we will give you a statement which says how much money you have spent and how much is left.





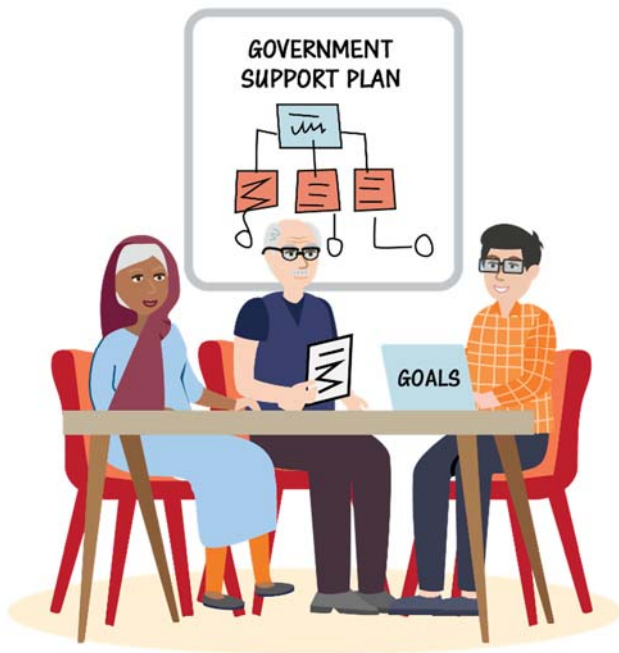
What you may need to pay

The Government requires that you help pay for some of your services through **contributions**. These are amounts you pay towards services. These contributions are a percentage of the prices we charge. The Government decides what percentages you need to pay depending on how much money you have.

You may need to pay for services if you have spent all your Government funds or the services are not covered by your support plan.



If you do not have money to pay your contributions you can ask the Government for **hardship assistance**. Hardship assistance means the Government helps you to pay your contributions. The Services Australia Financial Information Service can help you make decisions about your finances.



Support plan

The Government works with you to make a **support plan** with you that sets out the kinds of services the Government will pay for.

You can ask the Government to change your support plan if your needs change or you don't think it's right for you anymore.

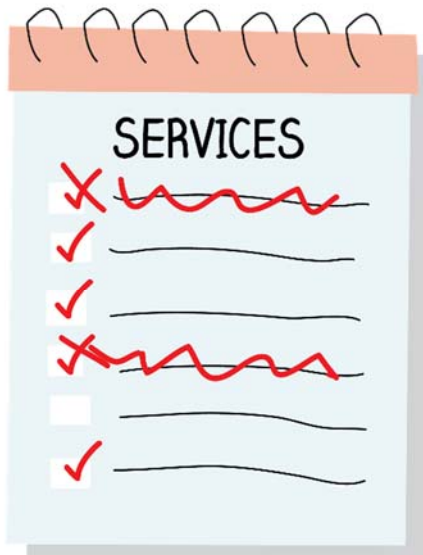


About your services

You can get different services depending upon what your support plan says.

These might help:

- to clean your house
- with personal care
- to be part of the community.



We will talk to you about the services you can get and make a **care plan** with you.

Your care plan has information about:

- your goals
- your care needs
- the services you get.

You can ask to change your care plan and the services you get.

There are also some services you cannot get.

Changing your services



You can change the services you get if your needs change. You might need to ask the Government for a new support plan if you need more services.

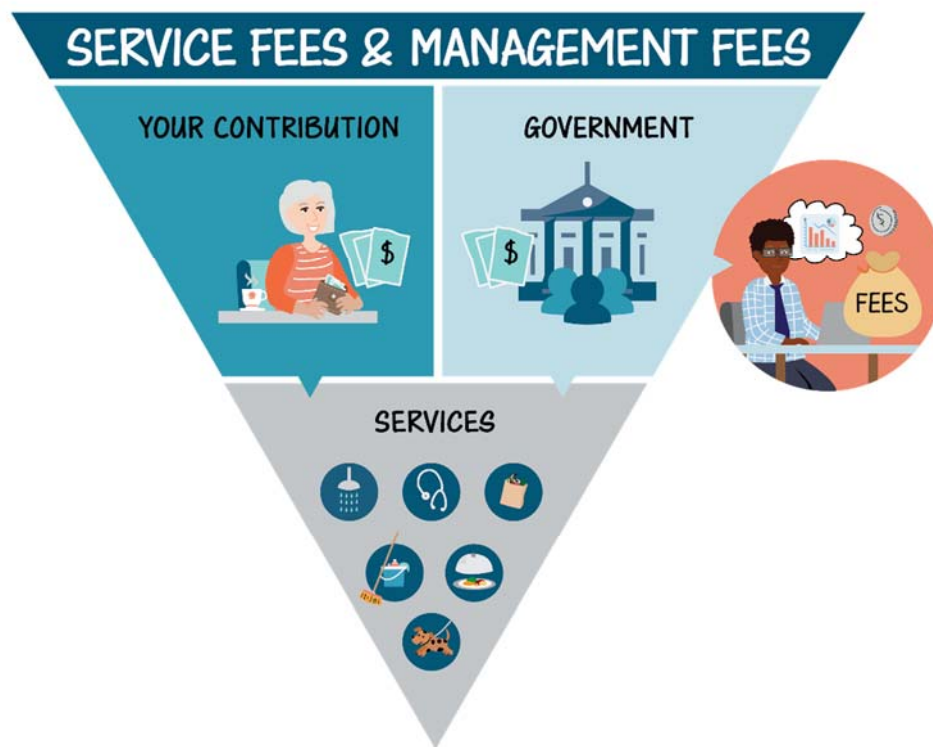


Having a break

You can choose to have a break from services. Some reasons you might take a break are:

- go on holiday
- go to hospital
- spend some time in an aged care home.

About service fees and management fees



When you receive services, we will claim the service fees (prices) from the Government. The Government also gives us the money it allocates to you for care management fees.

We have a price list that says what our service fees and care management fees are.

Sometimes our fees might change. We put our fees up regularly to cover our increasing costs. We will talk to you about this and follow the steps set out in the agreement.



What we must do for you

There are aged care laws and consumer laws which set out the standards we must meet when we give you services.



We will:

- give services that meet your needs
- give you a new care plan if your services change
- help you to understand how much money you have to spend on services
- tell you how to cancel/reschedule services.



We will also:

- listen to you
- respect you and your rights.



Privacy

There are laws to protect your privacy and **personal information**.

This might be:

- your name and contact details
- information about your health.

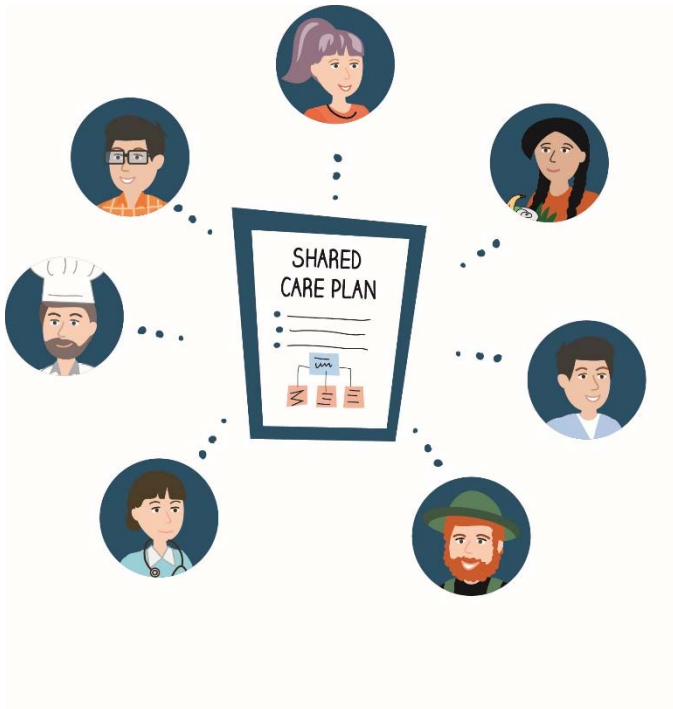
We keep your personal information **private**.

This means we do **not** tell people unless:

- you allow us to
- we have to.

We use personal information to help give you services and support.





Sharing information

We might need to tell other people about you because they give you services.



You need to give **consent** for us to tell others your personal information.

The agreement says you give consent.

We might give others your information when you have not given consent and the law says we can.





Your rights

The aged care laws and consumer laws say you have **rights**.

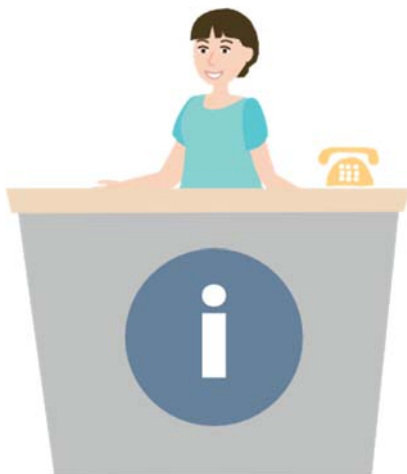
Rights are things that everyone should be able to:

- get
- have
- do.

There is a Statement of Aged Care Rights that we must comply with. We will give you a copy of this.

You can ask us for more information about your rights.

You can also ring the Older Persons Advocacy Network (Tel: 1800 237 981) if you want more information about your rights. You can also contact consumer protection agencies.





What you must do for us

You must:

- be kind to us and our workers
- give us the information we need
- tell us if you have a problem with a service
- tell us if your needs change
- pay your fees.



When you book a service you must be home on that day and time.

You must tell us at least two business days' before if you need to cancel or reschedule services otherwise we will need to charge service fees.



If there is an emergency you must:

- call 000

OR

- call your doctor.

If we are at your home during an emergency, we will call 000 for you.

Changes to the agreement

The agreement can change when:

- we both want it to
- your support plan or care plan changes
- the Government changes how much money you can get
- the Government says you need to pay a different contribution rate because your income or assets have changed
- the law changes.



We will review the agreement to see if we need to make any changes if you ask us to.

How to end the agreement

You can choose to end the agreement.

You might end the agreement if:

- you do not want or need services anymore

OR

- we do not give you the services you need
- you want a different provider.



You must write to us at least 7 days before you want to end the agreement and stop services.

When we can end the agreement

We can also end the agreement.

Some reasons we might end the agreement are if:

- you need more care than we can give you at home
- you are mean to our workers
- you do not pay your contributions.

We will write to you at least 14 days before we end the agreement.





What happens when the agreement ends

We will refund any unspent funds we hold to you and/or the Government.

We will not charge an exit amount.



You can obtain services from another care provider.

Feedback and complaints

You can tell us what you think.

This is called feedback. You might give us good feedback when:

- staff are friendly
- you get good help.

You can give **bad feedback** if we make you sad or angry.

Bad feedback is called a **complaint**.

For example:

- staff are rude to you
- staff did not give you a good service.

We will give you a copy of our complaints and feedback policy. You can ask for another copy any time.

You can also make a complaint to the Government's Complaints Commissioner by calling 1800 951 882.



Whistleblower protections

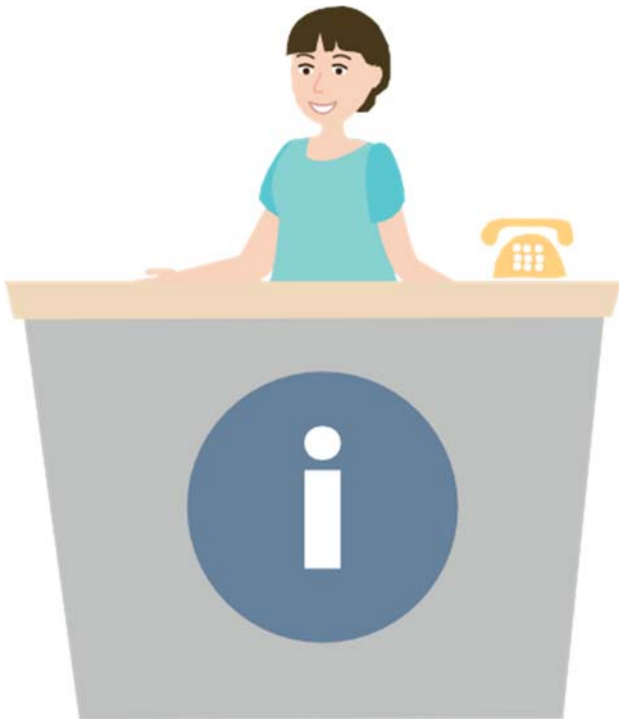
The aged care laws include protections for people who report issues or concerns. This means people cannot be punished if they report issues.



We will give you a copy our whistleblower policy. You can ask for another copy any time.

There are advocacy services available to help you if you need.





More Information

You can find our contact information in the agreement.

You can ask someone you know and trust to help you.

You can speak to a Services Australia Financial Information Services Officer to help you make decisions about your finances.

www.servicesaustralia.gov.au

For more information about home care go to the My Aged Care website.

www.myagedcare.gov.au

You can find more information about your consumer law rights at

<https://consumer.gov.au/consumers-and-acl>.

This document is written to be more accessible for people with reading difficulties.

This should be read as an accompanying document to the Support at Home Service Agreement* prepared by Russell Kennedy Pty Ltd ACN 126 792 470 (Russell Kennedy).

Legal advice and, if necessary, support from an appropriate advocate or professional should be obtained to ensure the consumer has capacity to understand and sign the agreement.

Russell Kennedy accepts no responsibility or liability for any loss or damage resulting from the use and reliance of this document in relation to the agreement.

© Russell Kennedy Pty Ltd 2025

You may use this document for your own personal, non-commercial purposes only.

You must not use this document for any other purpose, and you must not copy, reproduce, digitise, communicate, adapt or modify this document, or any part of it – or authorise any other person to do so – without the express written consent of Russell Kennedy.

* As at October 2025 of Doc no. 18155235v40



Russell Kennedy Pty Ltd

Melbourne

Level 18, 500 Bourke Street, Melbourne VIC 3000 Australia
T +61 3 9609 1555

Sydney

Level 24, 135 King Street, Sydney NSW 2000 Australia
T +61 2 8987 0000

E info@rk.com.au russellkennedy.com.au

Liability limited by a scheme approved under Professional Standards Legislation.

Member of

Āly Law