

SUPPORT AT HOME AGREEMENT CHECKLIST

Use this checklist to confirm you understand your services, costs, rights, and responsibilities before signing your Support at Home agreement.



AGREEMENT CLARITY

- The agreement is provided in writing
- The language is clear and easy to understand
- I have been given enough time to review the document
- I am not being pressured to sign immediately

SERVICES INCLUDED

- All agreed services are clearly listed in the agreement
- Each service is clearly described
- The frequency of services is stated (e.g. weekly or fortnightly)

Services may include:

- Personal care (bathing, dressing, grooming)
- Nursing or clinical care
- Allied health support
- Domestic assistance (cleaning, laundry)
- Meal preparation
- Transport or social support
- Independence supports

PRICING STRUCTURE

- The price for each service is clearly listed
- I understand what is included in each cost
- There are no hidden charges
- Payment frequency and payment method are explained

PARTICIPANT CONTRIBUTION

- I understand my personal contribution amount
- The agreement confirms my responsibility to pay required fees
- I know when and how contributions are paid

INDIVIDUALISED BUDGET

- I have received a clear budget showing funding and service costs
- My personal contribution is included in the budget

CHANGES TO SERVICES

- The agreement explains how services can be increased or reduced
- The process for price changes is outlined
- Required notice periods are explained

EXIT OR CHANGING PROVIDERS

- I understand how to end the agreement
- I know the required notice period
- I understand how to change providers

FOCUS Connect is an approved My Aged Care provider supporting older Australians across South West and Northern Sydney. Our team can help explain your options and support you to remain independent and comfortable at home.