

Home Care Service Agreement — Support at Home

Agreement · Strengthened Standard 1 · Applies: Aged Care Act 2024; Support at Home program manual; Statement of Rights

Document ID	HOME-CARE-SE	Version	2026.2	Owner	Managing Director
Approved	Governing body	Review due	Sep 2027	Status	Current

Parties and program

This agreement is between Harbour Home Care Pty Ltd (the Provider) and the person named in Schedule 1 (you), for services under the Support at Home program within your approved classification and quarterly budget.

Your rights

The Statement of Rights applies to everything we do. You have the right to be treated with respect, to make your own decisions including decisions that involve risk, to have your culture and identity respected, to privacy, to raise concerns without retribution, and to an advocate.

Services and budget

Item	Detail
Services	As listed in your Care & Services Plan (Schedule 2), within your classification budget
Care management	Provided by your care partner; charged as permitted by the program rules
Quarterly statement	Shows budget, services delivered, contributions and unspent funds
Changes	Services change when your needs change; we review at least every 12 months

Contributions

Participant contributions apply to some service types according to the program's contribution rules and your means assessment. We tell you the contribution for each service before it starts and show it on every statement.

Our commitments

- Consistent workers where possible, introduced before their first visit.
- Care documented on the day and available to you and, with your consent, your family.
- Incidents managed under the Serious Incident Response Scheme.
- No exit fees. Your budget moves with you if you choose another provider.

Ending the agreement

You can end this agreement with 14 days' notice for any reason. We may end it only in the circumstances permitted by the Act, with notice and support to transition. Complaints: to us first, or to the Aged Care Quality

and Safety Commission on 1800 951 822 at any time.

About this sample. This is one document from the Nemco setup pack, watermarked for evaluation. The full pack is branded to your business, tailored to your registration groups and state, delivered in Word and PDF with a user manual, and updated for 12 months through the Owner Hub. Fictional organisation names are used.