



home**care**today

Your resource hub for new ideas
and choices in home care

Making a Home Care Agreement

After you have discussed and agreed on the services and support you require, you will need to sign a Home Care Agreement. This outlines:

- how the package will be provided
- the services you will receive
- your rights and responsibilities
- how much it will cost
- how to end the agreement.

Before you sign

Before you sign the agreement, read it carefully and ask questions about anything that's unclear. Ask the provider to write down any disagreements and only sign the agreement when you are satisfied.

If English isn't your first language, you can ask your provider for an interpreter to help you negotiate your Home Care Agreement.

Changing services

You may want to change the services you receive over time. You don't need to sign a new agreement every time you make a small change – this can simply be updated in your care plan.

Find out more

Download [A consumer's guide to home care agreements](#)

Suite 1104, Level 11
530 Little Collins Street
Melbourne VIC 3000

Phone 03 9909 7910

Email homecaretoday@cota.org.au

www.homecaretoday.org.au

An initiative of
COTA
For older Australians 

Home Care Today is funded by the
Australian Government Department of Health

