

LIFETIME CONNECT LIMITED

Pricing Review Policy

Review Schedule

Policy Owner:	General Manager
Approval Authority:	General Manager
Effective Date:	19 June 2026
Next Review:	Every 12 months or earlier if legislative changes occur.

This policy directly reflects the requirements for pricing transparency, fee accuracy, consumer information, informed consent and fee change notification contained within the Strengthened Aged Care Quality Standards and the Aged Care Rules 2025.

Policy Statement

Lifetime Connect is committed to ensuring that all fees, charges and pricing arrangements for aged care services are transparent, equitable, evidence-based and compliant with the Aged Care Act 2024, Aged Care Rules 2025 and Strengthened Aged Care Quality Standards.

Pricing reviews will be conducted in a manner that supports the rights of older people, informed decision-making, financial sustainability and regulatory compliance.

The organisation will ensure that any changes to fees and charges are communicated clearly, accurately and in a timely manner, and that clients are provided with sufficient information and opportunity to understand, consider and consent to any changes before implementation. This aligns with requirements regarding transparency, agreements, fees and informed consent.

1. Purpose

This policy establishes a consistent process for:

- Reviewing fees and charges associated with aged care services.
- Ensuring pricing reflects actual service delivery costs and funding arrangements.
- Promoting transparency and consumer understanding.
- Meeting legislative and regulatory obligations.
- Supporting the organisation's financial sustainability.
- Protecting clients from unreasonable or unexplained fee increases.

2. Scope

This policy applies to:

- Commonwealth Home Support Programme (CHSP) services.
- Support at Home services.
- Fee-for-service aged care programs.
- Client contributions and co-contributions.
- Care management and administration/processing charges.
- Any other aged care fees charged by Lifetime Connect.

3. Legislative and Regulatory Framework

This policy is informed by:

- Aged Care Act 2024.
- Aged Care Rules 2025.
- Strengthened Aged Care Quality Standards.
- Statement of Rights for Older People.
- Support at Home Program Rules and Pricing Framework.
- Australian Consumer Law.

The Strengthened Aged Care Quality Standards require providers such as Lifetime Connect to:

- Support individuals to understand agreements, fees and invoices.
- Inform individuals of any changes to fees and charges and obtain consent prior to implementing fee changes (written and verbal).
- Maintain systems ensuring prices, fees and payments are accurate and transparent.
- Update
 - My Aged Care pricing
 - GPMS
 - Lifetime Connect website

4. Principles

4.1 Transparency

All pricing must be:

- Clearly documented.
- Easy to understand.
- Available to clients before services commence.
- Published in current fee schedules.

4.2 Client Choice and Control

Clients will:

- Receive information about fees before agreeing to services.
- Be given reasonable time to consider any proposed pricing changes.
- Have access to advocacy or independent advice.
- Be able to ask questions regarding fees and invoices.

4.3 Fairness

Pricing decisions will consider:

- Equity of access.
- Financial hardship.
- Government funding arrangements.
- Market conditions.
- Cost recovery requirements.

4.4 Sustainability

Pricing should support:

- Continuity of care.
- Workforce sustainability.
- Clinical governance requirements.
- Quality service delivery.

5. Pricing Review Frequency

Pricing reviews will occur:

- **Annual Review**

A comprehensive review will occur at least once every 12 months.

- **Interim Reviews**

Additional reviews may occur where:

- Government funding arrangements change.
- IHACPA pricing advice is released.
- Support at Home pricing limits change.
- Award wage increases occur.
- Significant CPI increases occur.
- Service delivery costs change materially.
- Legislative requirements are amended.

Lifetime Connect may also undertake extraordinary pricing reviews in response to significant economic or regulatory changes.

6. Pricing Review Methodology

The annual pricing review will consider:

Financial Factors

- Direct workforce costs.
- Employee wage increases.
- Travel costs.
- Vehicle expenses.
- Training costs.
- IT and administration costs.
- Insurance expenses.
- Clinical governance expenses.

External Factors

- CPI and inflation.
- Industry benchmarks.
- Government pricing guidance.

- Support at Home pricing arrangements.
- Aged care funding changes.

Service Delivery Factors

- Service utilisation.
- Workforce availability.
- Rural and regional service delivery costs.
- Client demand.
- Service complexity.

Consumer Factors

- Affordability.
- Financial hardship trends.
- Feedback and complaints.
- Impact on service access.

7. Approval Process

The pricing review shall be undertaken by:

- General Manager
- Aged, Community and Wellness Manager.
- Finance Team.

Recommended fee changes must be approved by:

- Executive Management Team; and
- The Board where required under organisational delegations.

All decisions must be documented.

8. Client Consultation and Notification

Where fee changes are approved:

- **Prior Notice**
Clients will receive written notification at least 28 days prior to implementation unless otherwise required by legislation or funding agreements.
- **Information Provided**
Notifications will include:
 - Current fee.
 - Proposed fee.
 - Effective date.
 - Reason for change.
 - Available support contacts.
 - Complaints and feedback pathways.
- **Informed Consent**
Where required under the Aged Care Rules 2025 or service agreement:
 - Client consent will be obtained prior to implementation either verbally or written.
 - Service agreements will be updated to reflect the pricing change.
 - Records of consent will be retained.

9. Financial Hardship

The organisation recognises that fee increases may create financial hardship. Clients experiencing hardship may request:

- Fee review.
- Temporary fee reduction.
- Flexible payment arrangements.
- Referral to advocacy services.

Each request will be assessed individually in accordance with organisational hardship procedures.

10. Monitoring and Quality Assurance

The organisation will monitor:

- Pricing complaints.
- Client feedback.
- Financial performance.
- Service utilisation trends.
- Compliance with legislative requirements.

Any overcharging identified through audits or reviews will be corrected promptly and refunds issued where required. This aligns with the strengthened standards requiring providers to address overcharging and maintain accurate pricing systems.

11. Records Management

The organisation will retain:

- Pricing review reports.
- Costing analyses.
- Board and executive approvals.
- Client notifications.
- Updated fee schedules.
- Consent records.
- Hardship assessments.

12. Responsibilities

Role	Responsibilities
Board	Oversight of pricing governance and sustainability
General Manager	Approval and implementation of pricing decisions
Finance Team	Cost analysis and financial modelling
Program Manager	Operational review, staff training and service impact assessment
Executive Team	Compliance monitoring and audits
Staff	Providing accurate fee information to clients

