The 10% Care Management Fee

Participant's quarterly budget
100% of package funding

deducted automatically

10% care management fee
Deducted from every participant's budget by Services Australia, not the provider

pooled across all clients

Pooled care management funds
Held in a government-controlled pool at the provider's service delivery branch

Not the provider's money
No bank balance, no accrual, no interest
Funds not yet earned by provider

credited each quarter

Provider's care management account
Still held and administered by Services Australia

Care Partner delivers activities

Care management delivered
Care plan, rostering, clinical oversight, monthly check-ins

provider submits a claim

Provider claims the cost
Against the care management account, only for activity actually delivered

Services Australia pays out

Provider is paid
Only the claimed amount – unclaimed funds stay in the pool, not with the provider

Registered Support at Home Provider