

SUPPORT AT HOME PRICING

Effective: 1st November 2025

Services			Standard Hours 6am - 6pm	Non-Standard Hours 6pm - 6am	Saturday	Sunday	Public Holiday
Clinical Supports	Nursing Care		\$128	\$138	\$158	\$178	\$198
	Restorative care management			\$100 per hour			
	Allied Health Professionals / other therapeutic services		As per the quote (Invoice amount + 10% of each invoice amount as a processing fee for administrative activity)				
			Standard	Non- Standard	Saturday	Sunday	Public Holiday
Independence	Personal Care		\$78	\$85	\$100	\$130	\$150
	Respite / Individual support		\$78	\$85	\$100	\$130	\$150
	Direct Transport <i>One-way per trip</i>	≤5km (calculated as 0.5h)	\$45	\$50	\$58	\$75	\$87
		≤15Km (calculated as 1h)	\$90	\$98	\$115	\$150	\$173
	<i>*No fuel surcharge. *Waiting due to traffic may incur extra costs. *Longer distance trip will be charged case by case.</i>						
	Indirect Transport		Invoice amount + 10% of each invoice amount as a processing fee for administrative activity				
	Social Support Group <i>(Additional 0.5H transport cost if needed)</i>		\$30 Per hour	Singing Group / Friday Activities 3H			
				Birthday Party 3.5H			
				Friday outing 4H			
	Therapeutic services for independent living <i>*Acupuncture *Chiropractic *Massage *Diversional therapist *Osteopath</i>				As per the quote (Invoice amount + 10% of each invoice amount as a processing fee for administrative activity)		
Assistive technology /Home modifications		As per the quote (Invoice amount + 10% of each invoice amount as a processing fee for administrative activity)					
Sleepover / night shift		As per the quote case by case					
Everyday Living	General cleaning Laundry / shopping		\$78	\$85	\$100	\$130	\$150
	Meal Preparation		\$78	\$85	\$100	\$130	\$150
	Meal delivery		70% of invoice amount + 10% of each invoice amount as a processing fee for administrative activity)				
	Home maintenance / light gardening			As per the quote (Invoice amount + 10% of each invoice amount as a processing fee for administrative activity)			
Care management fees <i>for grandfathered HCP care recipients, transitioned HCP recipients, and Support at home service recipients</i>						10%	
Care management / Administration fee (for AT) / Coordination fee (for HM)						\$100 per hour	

Notes

- Any cancellations or changes must be made at least 24 business hours in advance; otherwise, service fees will be charged.
- A minimum of 2 service hours applies to all standard services, transport service charge by trip.
- Outstanding invoices can NOT be added to future claims.

Support at home service hours (per week)

SAH Lvl 1	SAH Lvl 2	SAH Lvl 3	SAH Lvl 4	SAH Lvl 5	SAH Lvl 6	SAH Lvl 7	SAH Lvl 8
2.4H	3.6H	4.9H	6.6H	8.8H	10.7H	12.9H	17.3H

Grandfathered & Transitioned HCP Care Recipients

HCP Lvl 1	HCP Lvl 2	HCP Lvl 3	HCP Lvl 4
2.4H	4.3H	9.3H	14.2H