

SACRED HEART LOCAL



SUPPORT AT HOME

Schedule of Fees - Effective date: 1 November 2025



Care Statement

Sacred Heart Local, we support you to live the life you want in your home and community. We know that many people who are ageing experience changes in lifestyle, health, and social supports, for this reason our model focusses on Care Management to develop those support networks. Our staff are reliable, trustworthy and form strong connections to participants and persevere where needed to support clients to achieve their goals.

Support Workers (Independence Services)	Mon - Fri 60 MINS	Sat 60 MINS	Sun 60 MINS	Public Holiday
Participant Contributions apply in the Independence Category*				
Personal Care	\$130	\$180	\$230	\$285
Social Support and Community Engagement	\$130	\$180	\$230	\$285
Respite	\$130	\$180	\$230	\$285
Transport	\$130	\$180	\$230	\$285
Support Workers (Everyday Living Services)	Mon - Fri 60 MINS	Sat 60 MINS	Sun 60 MINS	Public Holiday
Participant Contributions apply in the Everyday Living Category*				
Domestic Assistance	\$130	\$180	\$230	\$285
Meals (meal preparation)	\$130	\$180	\$230	\$285
Support workers Short Shift Rates (applicable to all of the above services)			30 MINS	45 MINS
Monday to Friday			\$85	\$110
Saturday			\$120	\$155
Sunday			\$155	\$200
Public Holidays			\$185	\$240
Travel with Us (Independence Services)				
Trip A (up to 20 kms)			\$10	
Trip B (21kms – 50 kms)			\$25	
Trip C (50 kms plus)			\$50	

*All prices are exclusive of GST

Care Management Hourly Rate	
Under the Support at Home program, 10% of your quarterly budget is automatically allocated to Care Management. This amount is pooled by Services Australia and used by your provider to deliver essential care coordination and support services. Included Care Management services: • Care planning • Service planning and management • Monitoring, review and evaluation • Support and education • After hours on-call support	\$175 per hour and billed in 15-minute increments.
These costs are not charged directly to you, instead, they are claimed from the Care Management Account, which will be itemised and appear on your Support at Home Monthly Statement for transparency.	

Clinical Services	Mon - Fri	Sat & Sun	Public Holidays
There are no participant contributions chargeable in the Clinical Category.			
General Nursing Care 30 mins	\$165 - \$190	\$220 - \$270	\$300 - \$350
General Nursing Care 60 mins	\$200 - \$240	\$310 - \$350	\$400 - 450
Nursing Care consumables	At cost		

Clinical Services	(all services below are available Monday to Friday only and are 60 minutes duration unless otherwise specified)		
Social Work	\$150	Occupational Therapist	\$230 - \$270
Social Work 30 mins	\$100	Dietitian or Nutritionist	\$230 - \$270
Allied Health Therapy Assistant	\$140 - \$180	Physiotherapist	\$215 - \$255
Podiatrist	\$200 - \$300	Speech Pathologist	\$230 - \$270
Psychologist	\$250 - \$300		

Independence Services (all services below are available Monday to Friday only and are 60 minutes duration unless otherwise specified)			
Participant Contributions apply in the Independence Category*			
Chiropractor	\$280 - \$320	Osteopath	\$220-\$260
Remedial Massage	\$170 - \$210		

*All prices are exclusive of GST

Everyday Living Services

(all services below are available Monday to Friday only and are 60 minutes duration unless otherwise specified)		
Participant Contributions apply in the Everyday Living Services Category*		
Home Maintenance / Repairs (including gardening) Additional charges will occur for items required during home maintenance and repairs, such as replacement parts (e.g. a new door handle or tap)		\$100 - \$175 per hour
Delivered Meals (per meal)	\$13.00 - \$20.00	Prices will vary depending on your choice of supplier & meal.

*All prices are exclusive of GST

Pricing for Self-Managed Services and Assistive Technology / Home Modification Services	
In most cases, SHL will charge the rates published on this Fees Schedule. In some instances, SHL may need to negotiate a different price due to specific participant needs or where a service price cannot be confirmed before signing the service agreement. In these instances, we will: • Negotiate and agree the price with you • Explain the reason for the price difference • Provide you with an updated budget, signed or electronically acknowledged SHL supports your right to choose your preferred provider. We will work to establish an agreement with them, provided they meet the obligations under the Aged Care Act 2024. Where you elect to coordinate services yourself and request SHL to process invoices from your approved supplier, SHL reserves the right to apply an administration fee of up to 10%. This fee reflects the cost of processing and oversight and will be: • Included in the total price claimed from your Support at Home budget • Displayed as a single price on your monthly Support at Home statement Assistive Technology and Home Modifications (AT-HM) If you are approved for Assistive Technology – Home Modifications (AT-HM) funding, there may be a requirement for prescriptive services, such as assessment of equipment needs and associated follow-up work. The cost of these services may vary depending on the complexity of your needs, the type of equipment, and the level of support required. Where SHL coordinates these services on your behalf, an administration fee may apply. This fee is capped at: • 10% of the quoted cost of assistive technology, or \$500 (whichever is lower) • 15% of the quoted cost of home modifications, or \$1500 (whichever is lower) All services must be listed in the Support at Home Service List to be eligible for funding.	

Prior notice of at least 2 business days is required to avoid a full cancellation fee.



Support at Home Participant Contributions

A 'no worse off' principle applies for participants who were receiving a Home Care Package, were on the National Waitlist, or had been assessed as eligible for a package **as of 12 September 2024**. These Participants are referred to as 'grandfathered' participants.

Under this principle:

- Grandfathered participants will not pay more than they would have under the HCP Program, even if they are later assessed into a higher Support at Home classification.
- Participants who did not pay an income-tested care fee under the HCP Program will continue to make no payments under Support at Home.
- Participants who did pay an income-tested care fee under the HCP Program will transition to Support at Home with payment arrangements that are equal to or lower than what they had previously paid.

Participants who were assessed and assigned a Home Care Package **after 12 September 2024** are required to contribute to the cost of some services. These participants are referred to as transitional participants and new participants. The amount you contribute depends on:

- Your income and assets assessment by Services Australia
- The type of service received

Services are grouped into three categories:

- Clinical supports (includes nursing, allied health, continence care, care management).
- Independence Supports (includes services that help maintain or improve functional ability, such as exercise physiology, occupational therapy, and assistive technology)
- Everyday Living Supports (includes help with daily tasks such as cleaning, shopping, meal preparation, and social support).

The Australian Government as set standard contribution rates for Independence and Everyday Living services. These rates are based on your pension status and income/assets assessment.

Participant Type	Clinical Supports	Independence Supports	Everyday Living Supports
Full Pensioner	0%	5%	17.5%
Part Pensioner	0%	Between 5% and 50%	Between 17.5% and 80%
Self-Funded Retiree	0%	50%	80%



Price Adjustments

Our fees and charges (including those in our Price List) may increase up to twice per financial year having regard to the cost of delivering services, indexation, regulatory changes and wage increases. We will give you at least 14 days' notice of fee increases.

Fee increases will be based on the greater of:

- 5%,
- Any increase in CPI (All Groups, Melbourne), or
- Any increase in the average wages of personnel involved in delivering home care services (casual and permanent) under applicable awards or industrial instruments.