

Pricelist



Home Care services
prices and fees



Enjoy the support you need when it matters most

Why choose us

No hidden extras. No set up fees, no daily fees, & no exit fees.



Direct phone contact to your care partner. No call centres or need to call the office.



Same day response times for enquiries or no later than the next day if calling after 2pm.



Dedicated care coordinators for smooth & consistent scheduling of your support team & services.



Quality excellence team dedicated to the highest standards, and continuous improvement.



Own support staff so we know exactly who's working for you & can verify your service quality.



Consistent local team of highly qualified support professionals, living & working in your neighborhood.



24/7 support available for anyone needing overnight care & support services.



Home Care Package Program

Pricelist

	Hourly Service Rate		Medication Assistance	Nursing Services
	2 Hours & Above	Under 2 Hours	30 minutes	Hourly
Standard Hours 6am to 8pm, Monday to Friday	\$80	\$100	\$55	\$145
Non-standard Hours 8pm to 6am, Monday to Friday	\$95	\$120	\$65	\$165
Saturday	\$110	\$134	\$75	\$185
Sunday	\$135	\$174	\$95	\$205
Public Holidays	\$167	\$218	\$115	\$250

Service Inclusions

Personal care, domestic assistance, meal preparation, in-home respite, social support, shopping

Medication management, wound assessment and management

Sleepover (Inactive) 8 Hour Minimum

Weekday nights Monday to-Thursday	\$420
Friday nights	\$500
Saturday nights	\$600
Sunday nights	\$475
Public Holidays	\$840

Nursing Assessment

Flat Rate	\$250
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Light Gardening

Standard Hours	\$80-\$200
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Travel

Per KM	\$1.50
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This is while supporting a client in the community

Care & Package Management prices

Package level	Package value	Care Management	Package Management
	Per fortnight	Fee (20%)	Fee (8%)
Level 1	\$406.14	\$81.20	\$32.49
Level 2	\$714.28	\$142.80	\$57.14
Level 3	\$1,554.56	\$310.90	\$124.36
Level 4	\$2,356.62	\$471.30	\$188.53

Our Home Care Package management fee is set at 28% of your Home Care Package with no extra fees or hidden costs.

With us, you can be confident there are:

- ✓ No daily fees
- ✓ No surcharges
- ✓ No set up fees

General Terms & Conditions

- As per service agreement.
- Minimum of one hour for all services, except Medication Assistance.
- Cancellations must be made at least 2 business days or 48 hours prior to the home visit. Full costs may apply for cancellations made less than 2 business days or 48 hours before the visit.
- Invoices for brokered and private services must be paid within 7 days of issue.

Sleepover Terms & Conditions

- Minimum of 8 hours, typically from 10pm to 6am.
- Inactive sleepover includes up to two instances of client assistance per night.
- If assistance is required 3 or more times, non-standard hourly rates apply.

Medication Assistance Terms & Conditions

- Medication assistance is a 30-minute service.
- Includes assistance with oral and/or topical medications only.
- Additional services have a minimum charge of one hour at the standard pro-rata hourly rate.

Pricing Schedule effective from 1st July, 2024 Prices are per hour unless otherwise stated One hour minimum for all services unless otherwise stated