

# SUPPORT AT HOME



## Fee Schedule from 1<sup>st</sup> November 2025

At Elder Care Connect we take a personalised and caring approach to in-home support, focusing on the small details that make life at home more comfortable. You'll always know the cost of each service upfront, and we'll regularly check in to make sure your care continues to suit your needs. Our commitment is to provide clear, transparent and honest communication so you feel informed and supported every step of the way.

This fee schedule forms part of your Support at Home service agreement with Elder Care Connect. The prices listed are our most common price, this may vary depending on the service delivered. Your approval is always obtained prior to committing to the delivery of the service.

### CATEGORY: CLINICAL SUPPORTS

Specialised services to maintain or regain functional and/or cognitive capabilities. Includes Nursing Care, Allied health and other therapeutic services, Nutrition, Care Management and Restorative Care Management.



**Nursing Care** Our nursing care provides exceptional, personalised care, ensuring you feel safe and well supported in managing your health. We offer comprehensive support tailored to your unique needs by our highly skilled nursing team ensuring the highest standard of care, promoting independence and well-being with compassion and expertise.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Registered Nurse (RN)	\$170	\$200	\$240	\$300	\$360
Enrolled Nurse	\$140	\$160	\$190	\$220	\$300



**Allied Health** Our trusted third-party specialists can help you improve or regain your strength, balance, mobility, and coordination, supporting your independence and overall well-being.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Physiotherapist	\$220	N/A	N/A	N/A	N/A
Occupational Therapist	\$220	N/A	N/A	N/A	N/A
Social Worker	\$215	N/A	N/A	N/A	N/A
Speech Pathologist	\$215	N/A	N/A	N/A	N/A
Dietician	\$215	N/A	N/A	N/A	N/A
Exercise Physiologist	\$215	N/A	N/A	N/A	N/A
Podiatry	\$220	N/A	N/A	N/A	N/A
First Visit – Initial Assessment	Prices Available on Request				
For Client Choice	10% Processing Fee Added				

## CATEGORY – INDEPENDENCE

Support to help manage activities of daily living required to live independently at home. This includes personal care, social support and community engagements, respite and transport. Independence standard service hours are 6am to 6pm.



**Personal Care** Our personal care services are designed to support you with daily routines, and tasks such as bathing, dressing, grooming, and toileting, medication prompts, helping maintain independence and continence management. The core focus is always on delivering safe, effective, person-centered care tailored to individual needs. Our trained and compassionate carers provide assistance always respecting the client’s comfort and preferences.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
	\$100	\$120	\$150	\$180	\$230
30 min	\$60				
15 min	\$40				



**Social Support and Community Engagement** Our trusted local Home Support workers are here to support you in a way that suits your lifestyle and culture. We take the time to understand your preferences—whether that means enjoying quiet companionship at home or staying active and engaged in the community through activities you enjoy. This can include digital education and support, accompanied activities or individual social support and assistance to maintain personal affairs.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Individual Social Support	\$100	\$120	\$150	\$180	\$230
Accompanied Activities (incl 10kms travel)	\$120	\$130	\$150	\$180	\$230
Assistance to Maintain Personal Affairs	\$100	\$120	N/A	N/A	N/A
Digital Education and Support	Prices available on request				
Expenses to Maintain Personal Affairs					
Cultural Support					



**Respite** Our in-home respite service is designed to offer caregivers a well-deserved break while ensuring your loved one receives compassionate and professional care. Our skilled caregivers provide personalised support in the comfort of your home, including assistance with daily activities, companionship, and any specific needs your loved one may have. This service not only provides caregivers with a chance to recharge but also ensures that your loved one is cared for with the highest level of attention and kindness.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Respite Care	\$100	\$120	\$150	\$180	\$230



**Transport** Our transport service is designed to provide you with safe, reliable, and comfortable transportation tailored to your needs. Whether it's attending appointments, running errands, or enjoying social outings, we ensure punctuality, comfort, and a friendly experience. Our vehicles are well-maintained, and our drivers are courteous and professional, making every journey a pleasant one. Transport is charged per one-way trip.

	All Package Levels – Rate Per Trip				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Direct Transport (car and driver) <10kms	\$40	N/A	N/A	N/A	N/A
Direct Transport (car and driver) 10-20kms	\$80	N/A	N/A	N/A	N/A
Direct transport (Car and driver) >50kms	\$110	N/A	N/A	N/A	N/A
Direct transport (Car and driver) <50kms	Price Available On Request				
Indirect Transport (taxi or rideshare voucher)	Price Available On Request				



**Assistive Technology and Home Modifications** We specialise in arranging assistive technology, equipment, and home modifications to enhance your comfort and safety at home. Our dedicated team of care partners will make sure everything runs seamlessly, and we'll always confirm and agree on pricing with you before finalising any purchases.

	All Package Levels -Rate Per Item
Assistive Technology	Price Available on request
Home Modifications	



## CATEGORY – EVERYDAY LIVING



**Domestic Assistance** Our cleaning and household tasks service is designed to keep your home fresh, comfortable, and well-maintained. We handle a wide range of tasks, including dusting, vacuuming, mopping, laundry, and general tidying up, all tailored to your preferences and needs. Our goal is to create a welcoming and harmonious environment, allowing you to focus on what matters most to you.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
General House Cleaning	\$100	\$120	\$150	\$180	\$230
Laundry Services	\$100	\$120	\$150	\$180	\$230



**Domestic Assistance - Shopping Assistance** Our shopping assistance service is dedicated to making your errands effortless and enjoyable. We offer personalised support tailored to your needs, including creating shopping lists, selecting quality products, and ensuring that all items meet your preferences and dietary requirements. Whether it's groceries, household essentials, or special treats, we handle everything with care and efficiency, ensuring a seamless experience and more time for you to enjoy the things you love. This service includes travel to your local shopping Centre.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Shopping Assistance (incl 10kms)	\$120	\$140	\$170	\$200	\$250



**Home Maintenance and Repairs** Our home maintenance services are designed to keep your home safe, comfortable, and well-maintained and enhance the beauty and serenity of your outdoor space. Our reliable team ensures your home remains in good condition, helping to prevent small issues from becoming bigger problems. Our goal is to maintain your home's exterior to ensure it is as welcoming as the interior.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Gardening – whipper snipper, blowing and mowing	\$110	N/A	N/A	N/A	N/A
Gardening – hedging, weeding, trimming, removal of green waste	\$150	N/A	N/A	N/A	N/A
Handyman minor repairs – eg light bulbs, smoke alarm battery replacement, hinges	\$130	N/A	N/A	N/A	N/A
Expenses For Home Maintenance and Repairs – eg window cleaning, water blasting, gutter cleans & solar panel cleans	Prices Available on Request				



**Meals** Our cooking and meal preparation service is designed to bring delicious, nutritious, and personalised meals right to your table. We cater to your dietary preferences and needs, ensuring every meal is both tasty and wholesome. From planning and shopping for the freshest ingredients to cooking and portioning meals, we take care of everything, allowing you to enjoy healthy, home-cooked meals that make daily life more comfortable.



	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Meal Preparation	\$100	\$120	\$150	\$180	\$230
Meal Delivery	Prices Available on Request				

**Care Management** Our care management service provides personalised support to navigate the aged care journey with confidence. We work closely with you and your family/supporters to develop a tailored care plan and budget that reflects individual goals, preferences, and changing needs. Our Care Partners coordinate and monitor services, advocate on your behalf, and ensure you receive the right care at the right time. We aim to enhance quality of life by delivering compassionate, responsive, and professional support. Service provided Monday to Friday 8am to 4pm.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Ongoing Services	\$130	N/A	N/A	N/A	N/A

**Restorative Care Management** If you are a Support at Home participant who is approved for the Restorative Care Pathway, we will provide you with quality Restorative Care Management by an appropriately qualified Restorative Care Partner who will support you with goal planning, service planning and management, monitoring, review and evaluation to achieve your goals.

	All Package Levels – Rate Per Hour				
	Mon-Fri 6am to 6pm	Mon-Fri 6pm to 8pm	Saturday	Sunday	Public Holiday
Restorative Care	\$170	N/A	N/A	N/A	N/A



**Overnight Sleepover** Our overnight sleepover service provides you with peace of mind and round-the-clock support in the comfort of your own home. Our compassionate and professional caregivers stay overnight to ensure your safety, comfort, and well-being. This service includes assistance with nighttime routines, medication management, and any other support you may need, allowing you to rest easily and wake up refreshed. This service is a quoted service as it is tailored to the days and times that you require. Please contact us for a quote.

## Contribution Rates

Participant contributions are paid by participants and based on an assessment by Services Australia of their income and assets. For veteran's, the income and asset assessment is completed by the Department of Veterans' Affairs however, a participant will still apply through and be notified of their outcome by Services Australia.



Contributions will be different for each participant and will be based on:

1. The type of service the participant received:

- **Clinical supports** - no contribution for services. Clinical care is fully funded by the government for all participants.
- **Independence** – services such as personal care will attract moderate contributions.
- **Everyday living** – services such as cleaning and gardening will attract the highest contributions.

## Additional Information

- This fee schedule is correct at the time of printing and valid from 1 November 2025. Prices are in Australian dollars and are subject to change. Prices are reviewed and updated periodically and at least annually each July. Clients are given reasonable notice of any changes to prices. All prices exclude GST. GST will be applied to customer funded services.
- The fee schedule should be read together with your Agreement with us.
- Hourly rates are inclusive of employee wages, supplier charges and indirect costs such as administration and transit time.
- Our standard hours are Monday to Friday 6am – 6pm.
- Unless otherwise stated, time is billed at 60 minutes, then 30 minute increments after that.
- Registered nurse and individual support services are billed at 60 minutes, then 30 minute increments after that.
- Cancellation Policy: The notice period for cancellations to a scheduled service is 48 hours (two business days). A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled. If the client rejects the offer of a suitably, qualified compatible alternate worker and therefore cancels the service with less than 48 hours' notice, the full cost of the scheduled service will be billed.

**Elder Care Connect Pty Ltd ABN: 62 680 480 693**