



hendercare

Price Guide

Your guide to care service pricing
under Support at Home

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How will pricing change under Support at Home?

Bundled pricing model



Package Management Fee removed



Hourly service pricing



From 1 November 2025, hourly service rates will increase under the new Support at Home program.

This is not unique to HenderCare - all approved aged care providers will be updating their pricing to reflect new government funding arrangements. The changes are happening because the government is moving to a bundled pricing model, where the full cost of delivering a service is built into a single hourly rate. This rate includes not only the direct time spent with a care worker, but also everything required behind the scenes, such as planning and coordination, supervision, staff training, travel, and quality oversight.

Under Support at Home, the set fees payable to HenderCare for your Care and Package management have reduced from 35% of your funding down to just 10%. This means that you will have more control over your funding and the services you choose.

Care Management Fee

As your approved provider, our goal is to make sure you feel supported and confident in your care. We're here to support you, every step of the way.

We will manage your care on a monthly basis, which might include helping you plan your services, checking in to make sure everything is running smoothly, or adjusting your care as your needs change.

The government will automatically deduct 10% of your funding for this care management. You will never be charged any more or less than 10% for care management as this is a set amount.

As your provider, we will be allocated this funding to continue to support you.

We'll also take care of the behind-the-scenes work, like documentation and follow-ups, so you don't have to worry about the admin.



Care Management Fee	
Delivered weekdays 7:30am - 6:00pm	\$180

CLINICAL Service Charges



Our clinical care services support you to maintain or restore your physical and cognitive abilities. Delivered by qualified health professionals, our care is guided by evidence-based practices to provide safe, effective, and high-quality support. Please note the government does not require a client contribution for Clinical services.

NURSING CARE

Our nurses are here for you, day and night, to support your health at home. The type of care you receive will depend on your needs:

- Registered Nurse (RN): Delivers more complex support, including health assessments, wound care, continence management, and medication administration (including injections).
- Enrolled Nurse (EN): Provides essential care such as wound dressings and blood glucose monitoring.
- Nursing Assistant: Assists with monitoring and providing day-to-day support for your care needs.

Your Support Partner will work alongside you to make sure your nursing care is delivered by the right professionals and regularly reviewed to suit your changing needs.

Nursing Services					
	AM 7:30 am - 6:00 pm	PM 6:00 pm - 7:30am	SAT	SUN	Public Holidays
Registered Nurse	\$215	\$237	\$301	\$387	\$473
Enrolled Nurse	\$199	\$219	\$279	\$358	\$438
Nursing Assistant	\$126	\$139	\$176	\$227	\$277

Nursing prices include everyday consumables like bandages and antiseptics. Specialised items (e.g. oxygen supplies or prescribed skin products) will be charged separately.

CLINICAL Service Charges



ALLIED HEALTH

Our allied health team is here to help you stay independent, safe, and well at home. The type of support you receive will depend on your goals and needs:

- **Allied Health Assistant:** Works under the guidance of qualified clinicians to help you practice therapy programs and build confidence in your daily routines.
- **Occupational Therapist:** Supports you to maintain independence at home and in the community through assessments, therapy programs, and equipment recommendations.
- **Physiotherapist:** Helps improve strength, mobility, balance, and recovery through tailored exercise programs and rehabilitation support.
- **Speech Pathologist:** Provides support with communication, swallowing, and dignity of risk care plans, including end-of-life communication support.
- **Psychologist:** Offers mental health support, counselling, and strategies to improve wellbeing, resilience, and quality of life.

Talk to your Support Partner if you would like to access any of these services.

Allied Health Services	
	Weekdays 7:30 am - 6:00 pm
Allied Health Assistant	\$170
Occupational Therapist	\$235
Physiotherapist	\$235
Speech Pathologist	\$235
Psychologist	\$260

Some services may involve additional items like dietary supplements or mobility aids. These will be charged to your package following discussion with your Support Partner. Please note that we also have options for Telehealth available.

INDEPENDENCE

Service Charges



We are here to help you with everyday activities and to maintain the skills that support your independence. From assistance with daily routines to adapting as your needs change, we'll work alongside you to help you stay confident and capable.

Personal Care										
	AM 7:30 am - 6:00 pm	PM 6:00 pm - 7:30am	SAT	SUN	Public Holidays					
Assistance with Daily Living										
Assistance with Medication										
Continence Management (non-clinical)						\$125	\$138	\$175	\$225	\$275
Individual Social Support										
Respite Care										
Accompanied Activities	\$145	\$158	\$195	\$245	\$295					

EVERYDAY LIVING

Service Charges



A clean, comfortable home makes life easier, but we know daily chores can sometimes feel overwhelming. Our team provides practical support to take the pressure off, so you can spend more time enjoying the things that matter most to you.

Domestic Assistance	
	Weekdays 7:30 am - 6:00 pm
General House Cleaning	\$125
Laundry Services	\$125
Shopping Assistance	\$145

Home Maintenance & Repairs	
	Weekdays 7:30 am - 6:00 pm
Light Gardening	\$130
Assistance with minor home maintenance & repairs	\$130

Meals					
	AM 7:30 am - 6:00 pm	PM 6:00 pm - 7:30am	SAT	SUN	Public Holidays
Meal Preparation	\$125	\$138	\$175	\$225	\$275
Delivered Meals	\$22				

Other Support at Home services

Need something we don't provide? We can help!

We understand your care needs may include services outside of what we provide, or you may have a preferred provider for certain tasks.

Whether it's gardening, transport, home maintenance or delivered meals, we can help you access these through trusted third-party providers.

You can choose from our panel of pre-approved, quality-checked providers, or suggest your own.

Before services begin, we'll confirm the cost, explain any contributions, and ensure the provider meets quality and safety standards.

A coordination fee of 10% is added to cover the administration and quality assurance of additional third-party providers to ensure they meet their obligations under the Aged Care Act.

We will ensure the quality and compliance of third-party providers, so you can focus on getting the care you need.

Price on Application (POA) services

In addition to the services listed in this price guide, we can also assist with a range of other supports that are priced on application (POA).

These may include services such as cultural support, digital education and assistance, support to maintain personal affairs, and many more.

If there's a service you need that isn't listed here, we encourage you to speak with your Client Support Partner to discuss how we can assist you to access these services.

Other Support at Home services

Assistive Technology & Home Modifications

Through the Assistive Technology and Home Modifications (AT-HM) Scheme, you can access equipment and home changes tailored to your needs, such as:

- Mobility aids
- Safety modifications
- Daily living support equipment

We'll guide you through the process, making sure everything is installed correctly and that you feel confident using it.

To help cover setup, training, and admin, the following fees may apply:

- Coordination fee: 15% of the quoted cost (max \$1,500)
- Administration fee: 10% of the quoted cost (max \$500)

Equipment and modification costs will vary depending on your needs. We'll confirm all costs with you before purchase decisions are made.



Terms and Conditions

Service Duration

- Prices quoted are for one hour of service. Longer services incur incremental charges in 15-minute blocks (not pro-rata).
- Shorter services can be provided with Price on Application.

Additional Services

- Sometimes, you might need a little extra help beyond what your funding covers. We offer additional services that you can choose to pay for yourself. You're in control of what you access and when. These can be organised with your Support Partner and be invoiced to you directly. Some of these services may be subject to GST.

Third-Party Providers

- Where a service is delivered by a non-pre-approved third-party provider, the final price will be agreed upon application.
- Consumer contributions (where applicable) will be charged for non-clinical services delivered by third-party providers.

Participant Contributions

- Contribution rates are determined by Services Australia, based on a combination of the service type and your income and asset assessment.
- Services Australia notifies you of the payable amount.
- Consumers who were receiving a Home Care Package or were assessed as eligible for a package, on 12 September 2024, will pay the same or less under Support at Home.
- An invoice will be issued to consumers each month showing any contributions that are due.

Cancellations

- Please review information regarding late cancellations and no shows in your Service Agreement.

Validity

- This price guide is valid from 1 November 2025 and is subject to change at any time, as published and in line with your Service Agreement.

Additional Fee & Charge Information

- All prices indicated are per hour unless otherwise specified.
- Pricing for Accompanied Activities includes travel of up to 15km per hour.
- Additional travel can be provided on request with Price on Application.
- Individual Social Support does not include travel, if travel is required please speak with your Support Partner to discuss options.
- Shopping Assistance includes travel of up to 15km per hour.
- Laundry Services applies to laundry performed in the home only.
- Delivered Meals are a flat charge per meal.



Email - more important than ever!

- ✦ If you are a HenderCare client, send your email address to:
mail@hendercare.com.au
or call 1300 764 433

Please note that if we already have your email on file, you do not need to do anything.

