

*Since 1980, People Who Care has been a trusted not-for-profit provider of compassionate Home Care Services across Perth and Peel. From gardening to nursing care, we offer a wide range of support designed to help you feel at ease, comfortable and thrive in your own home.*

## **Support at Home**

Starting 1 November 2025, the government's new **Support at Home Program** will take the place of the existing Home Care Packages.

## **Service Prices**

These prices are current as of the date of publication and will take effect from 1 November 2025. Please note that prices may change if we receive updated guidance from the Government. If that happens, we will be in touch with you.

If you are interested in a service that is not listed on our price list, please reach out to us - we are happy to work with you to arrange it.

Depending on your individual needs, the price for a service may differ from what is listed. If that is the case, we will discuss it with you and confirm the agreed price in writing.

Prices include GST and are charged by time. The minimum booking is 30 minutes, billed at 65% of the hourly rate unless stated differently.

## **Services**

Your **Care Coordinator** is here to help you find the right services to meet your individual needs and goals. Alongside the services listed below, we also collaborate with trusted community businesses and providers to access safe, supportive supplementary services—ensuring you receive the highest quality of care.

Service Type hourly rates	Weekdays 7am–5pm	Evenings	Saturdays	Sundays	Public Holidays
<b>Clinical Supports</b> Specialised services that are personalised to your abilities and focused on enhancing your health and wellbeing so you can continue living well at home. These clinical services are delivered by qualified or accredited health care professionals to ensure safe, high-quality care.					
<b>Nursing Care</b>	\$166.00	Per quote	Per quote	Per quote	Per quote
<b>Allied Health and other therapeutic services</b>	<i>We will provide you with a quote based on your circumstances. Once agreed with your Care Coordinator, it will be added to your budget.</i>				
Everyday nursing consumables required for clinical support services are included in the hourly service rates. If specialised nursing products are needed to meet your individual care requirements, these will be purchased separately and added to your care budget following consultation and agreement.					
<b>Independence Supports</b> Services designed to support your daily routines and help you live safely and independently.					
<b>Personal Care</b> Assistance with self-care activities, self-administered medication, continence management (non-clinical)	\$111.50	\$125.00	\$167.00	\$223.00	\$279.00
<b>Social Support</b> (in your home)	\$111.50	\$125.00	\$167.00	\$223.00	\$279.00
<b>Social Support</b> (local community) Over 50km round trip to be quoted separately.	\$133.50	\$150.00	\$200.00	\$267.00	\$334.00
<b>In-home Respite</b>	\$111.50	\$125.00	\$167.00	\$223.00	\$279.00
<b>Centre-based Respite</b>	<i>We will provide you with a quote based on your circumstances. Once agreed with your Care Coordinator, it will be added to your budget.</i>				
<b>Therapeutic Services for independent living</b>	<i>We will provide you with a quote based on your circumstances. Once agreed with your Care Coordinator, it will be added to your budget.</i>				
<b>Transport</b> Direct transport (driver and car provided)	<b>Up to 5km</b>	<b>6-10km</b>	<b>11-30km</b>	<b>31-60km</b>	<b>61-99km</b>
	\$24.00	\$36.00	\$87.00	\$144.00	\$217.00
Indirect transport (taxi and rideshare service vouchers)	<i>We will provide you with a quote based on your circumstances. Once agreed with your Care Coordinator it will be added to your budget.</i>				
<b>Social Support Group Activities:</b> This is a day activity and includes local transportation from your home to the activity and return. Costs relating to meals and activities are an additional cost to the client. (Minimum half day activity)					\$216.00

<b>Everyday Living Supports</b>					
Support to maintain a safe and comfortable home environment that promotes independent living.					
<b>Domestic Assistance</b>	\$111.50	\$125.00	\$167.00	\$223.00	\$279.00
<b>Meal Preparation</b>	\$111.50	\$125.00	\$167.00	\$223.00	\$279.00
<b>Meal Delivery</b>	<i>We will provide you with a quote based on your circumstances. Once agreed with your Care Coordinator it will be added to your budget.</i>				
<b>Gardening and Home Maintenance Services</b>	\$115.00	NA	NA	NA	NA
<b>External Providers</b>					
<i>We may engage external providers on your behalf if required, pending approval. Once agreed with your Care Coordinator it will be added to your budget. In this case, an overhead charge of up to 10% will be added to the cost.</i>					

## Care Management

When you join the Support at Home program, you'll be partnered with a dedicated and experienced **Care Coordinator** from People Who Care, who will be your main point of contact and support throughout your care journey.

Care Management is included for all participants in the Support at Home program. To fund this service, Services Australia deducts 10% from your quarterly Support at Home budget. People Who Care accesses this funding by providing evidence of the Care Management hours delivered to you. Care Management is claimed at \$140 per hour.

## Contribution Rates

The table below outlines the indicative participant contribution rates.

Actual contribution rates are determined by a formal Income and Means Assessment undertaken by Services Australia and depending on what you are able to afford, your contribution will be between the level's set by the government.

If a formal assessment has not been undertaken, an estimated contribution rate will be discussed with you and agreed for the interim period. Once the formal assessment is received by us, we will review your Home Care Fee Contributions and adjust if needed:

- If the formal assessment shows that you were charged more than required, we will reimburse the difference to you.
- If it indicates that you should have contributed more, we will issue a supplementary invoice.

Income and Means Assessment outcome	Clinical Supports	Independence Supports	Everyday living Supports
Full pensioner	0%	5%	17.5%
Part pensioner and self-funded CSHC holder	0%	Between 5% and 50%*	Between 17.5% and 80%*
Self-funded non-CSHC holder and means not disclosed <sup>^</sup>	0%	50%	80%

\* Contributions will be applied on a tapered rate based on the participant's income and means assessment.

<sup>^</sup> A self-funded non-Commonwealth Seniors Health Card holder (CSHC) is an individual who is ineligible for the pension and the CSHC. A means not disclosed status refers to an individual who has not disclosed their assets and income.

## Service Cancellation Policy

We understand plans change. You will not be charged if you cancel a scheduled service with at least 48 hours' notice. If you cancel with less than 48 hours' notice, you will be required to pay the amount of your co-contribution for the scheduled service. For more information, refer to the Cancellation Policy on our website.

## Pausing Your Services

If your circumstances change, such as a hospital stay, holiday, or respite care, we can usually place your services on hold for a period. Please speak with your **Care Coordinator** in advance so we can adjust your care arrangements. To avoid charges for scheduled services, we ask that you provide at least 48 hours' notice.

## Additional Services

If you require services beyond your approved funding allocation, you may purchase these directly from us at the prices listed above.