

## Support at Home Services Price Guide

ACI Home Care is here to help you get the most out of your Support at Home funding. To find out more about our prices and the services we offer, please call 0414 758 200 and speak to one of our friendly advisors.

### Your Support at Home Funding

The Australian Government provides funding to eligible individuals who have been approved for **Support at Home services**. Your funding amount is determined by your **Support at Home classification** and is used to deliver the care and supports you need in your home.

### Care Management

Your dedicated Care Partner will plan, organise, and adjust your services as needed ensuring you maximise your package to its full benefit and budget. The Government allocates **10% of your funding** each quarter for this support. Care management is billed hourly in 15-minute increments for time spent managing your care.

	Unit	Rate		Unit	Rate
Care management	1hr	\$120	Restorative care management <sup>1</sup>	1hr	\$149

### Your Contribution

Depending on your **income, assets, and pension status**, you may need to pay part of the cost for some services.

Services Australia will assess your situation to determine your percentage contribution for supports in the Independence and Everyday Living category. **There is no contribution required for services in the Clinical Supports category or for Care Management.**

We will give you a clear, personalised breakdown of your costs once your assessment has been completed.

Income and assets assessment outcome	Percentage contribution		
	Clinical Supports	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded non CSHC holder and means not disclosed	0%	50%	80%

## Care and Support Services

We work in partnership with you to select the right balance of care and support services that enable you to retain independence, wellbeing, health and lifestyle.

Service Type	Unit	Standard Weekday (6am – 6pm)	Weekday After Hrs (6pm – 6am)	Saturday	Sunday	Public Holiday
<b>Everyday Living</b>						
Domestic assistance	1hr	\$99	\$107	\$138	\$185	\$215
Home maintenance and repairs (light gardening, minor repairs)	1hr	\$99	\$107	\$138	\$185	\$215
Meal delivery	Meal <sup>2</sup>	\$12	\$15	\$20	\$25	\$35
Meal preparation	1hr	\$99	\$107	\$138	\$185	\$215
<b>Independence</b>						
Personal care	1hr	\$99	\$107	\$138	\$185	\$215
Social support and community engagement	1hr	\$99	\$107	\$138	\$185	\$215
Therapeutic services for independent living <sup>3</sup>	1hr	\$161	-	-	-	-
Respite care	1hr	\$99	\$107	\$138	\$185	\$215
Transport	Trip <sup>4</sup>	\$15 (0-10 km)				
		\$25 (11-20 km)				
		\$35 (21-30km)				
Assistive technology and home modifications	Charged on a quotation basis.					
<b>Clinical Supports</b>						
<b>Nursing care</b>						
Nursing care (Registered nurse)	1hr	\$166	\$176	\$199	\$228	\$259
<b>Allied health and other therapeutic services</b>						
Allied health therapy assistant	1hr	\$125	\$135	\$158	\$185	\$215
Counsellor or psychotherapist	1hr	\$166	\$176	\$209	\$228	\$259
Dietitian or nutritionist	1hr	\$185	\$195	\$228	\$259	\$299
Exercise physiologist	1hr	\$175	\$185	\$218	\$238	\$278
Occupational therapist	1hr	\$185	\$195	\$228	\$259	\$299
Physiotherapist	1hr	\$175	\$185	\$218	\$238	\$278
Podiatrist	1hr	\$166	\$176	\$209	\$228	\$259
Psychologist	1hr	\$205	\$215	\$248	\$278	\$319
Social worker	1hr	\$205	\$215	\$248	\$278	\$319
Speech pathologist	1hr	\$205	\$215	\$248	\$278	\$319

<sup>2</sup> Meals can be delivered in any quantity, and each meal counts as a separate unit.

<sup>3</sup> E.g. remedial masseuse, acupuncturist, chiropractor, etc.

<sup>4</sup> A trip is one way. E.g. picking up a participant from their home and driving them to their destination. Taking the participant back home is a second trip.

## What we DO NOT charge for

ACI Home Care has transparent prices and no hidden costs. The list below details what we **DO NOT** charge:

<b>Establishment Fee</b>	We do not charge a set-up fee to join our service.
<b>Change of Package Fee</b>	We do not charge if the Support a Home level changes and the Care Plan and Budget needs to be reviewed.
<b>Change of Provider Fee</b>	We do not charge if a consumer wishes to move to another provider.
<b>Exit Fees</b>	We do not charge any exit fees if a consumer leaves our service.

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## Terms and conditions

- ACI Home Care reviews fees annually (in July), or if costs increase significantly as a result of circumstances outside of ACI Home Care's control. We will provide 4 weeks' notice of fee increases in writing.
- A minimum service period of two hours applies per engagement for all Services, except clinical support services, unless otherwise stated or agreed.
- Cancellation fees may apply if less than 48 hours' notice is given to cancel or change a scheduled service. The full scheduled service fee may be charged, unless cancellation is due to an emergency or exceptional circumstances subject to approval by ACI Home Care.
- ACI Home Care service rates are GST exclusive. However, subcontractors may charge GST which will be included in your quote.

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## Payment

Any fees payable to ACI Home Care directly must be paid within 14 days, or fortnightly by direct debit.