



At The Village Home Care Services Pty Ltd (The Village), we are dedicated to supporting your independence and enhancing your quality of life. As a registered Support at Home Provider, we offer flexible services tailored to your needs. Our caring team of professionals will help you choose the right options for you, ensuring your safety and well-being. Experience the comfort and reassurance of personalised care in the familiarity of your own home with The Village Home Care Services.

We tailor our services to your needs and offer a flexible model that may allow you to self-manage some or all of your service delivery.

# About Support at Home

Support at Home (SaH) is the name of the new aged care program to improve in-home and community-based aged care, helping older people live independently at home for longer. SaH will replace the existing Home Care Packages (HCP) program and is scheduled to commence **from 1 November 2025** and will continue to evolve.

We understand that these changes are significant and confusing; we are here to support you every step of the way.

## What services can you access under Support at Home?

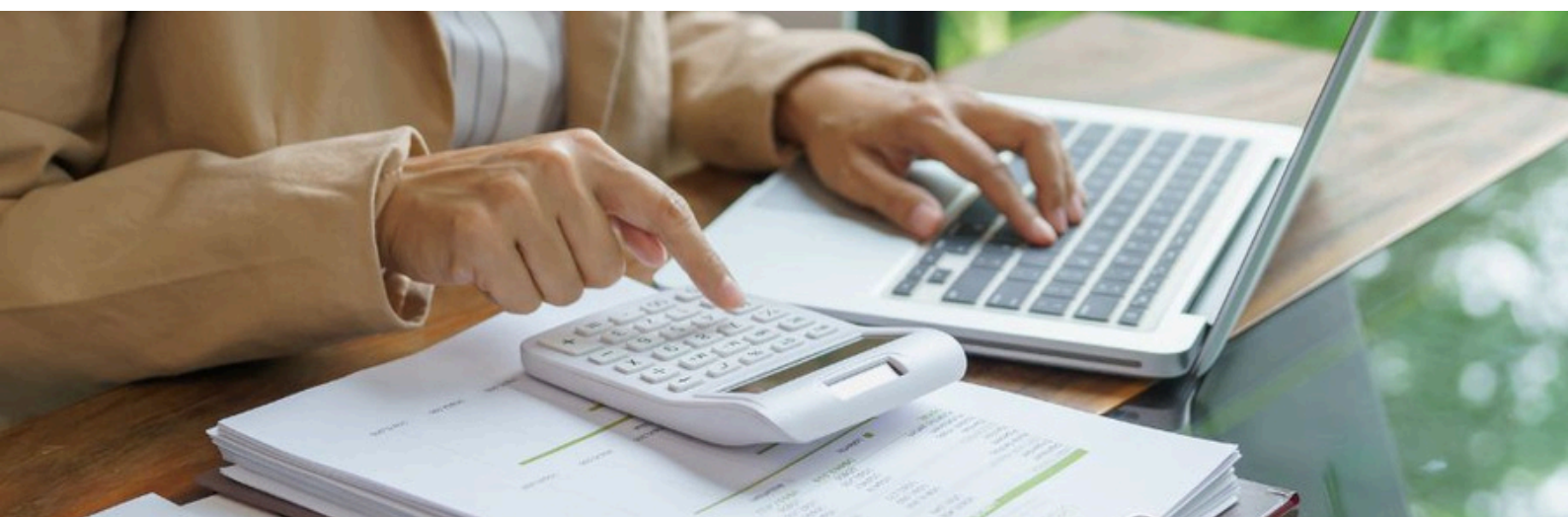
Under the SaH program, providers can only deliver services included in your Support Plan and listed on the SaH Service List. The main Service Types are:

- Clinical Supports, including Care Management
- Independence supports
- Everyday living supports
- Short-term supports:
  - Restorative Care Pathway
  - End-of-Life Pathway
  - Assistive Technology – Home Modifications Scheme

## What is changing from a pricing perspective?

Our Care and Package Management fees (under the previous Home Care Packages program) will be reduced from approximately 31% to a capped Care Management Fee of 10% under the new SaH program. The Package Management fee has been abolished completely. This implies that you will now have 90% of your funds to spend on your services, products and equipment.

Under SaH, our new service prices must be stated on an all-inclusive basis to make it easier for you to compare different providers. This implies that our staff's travel costs to/from you, and administration costs previously included in Package Management and some Care Management costs (scheduling/rostering, government reporting, compliance, claiming, statements, etc.), will now be included in the service price. As a result, our previous hourly prices will increase to cover these costs as well as new costs arising from SaH (new processes, system changes, training, audit fees, etc).



# Will I be asked to contribute to the service cost?

Contributions are an essential part of the SaH program, and you will only pay contributions for services you receive. Contribution rates are set by the Government and expressed as a % of the price of a given service and will vary based on the following:

- the type of service (ie Clinical, Independence, Everyday living)
- your individual income and asset assessment (determined by Services Australia), and
- if you are an ex-Home Care Package (HCP) recipient transitioning into SaH

Indicative contribution levels are below:

For Transitioned HCP participants who obtained approval after 12 September 2024 and new SaH participants who obtained approval on/after 1 November 2025			
	Clinical supports	Independence supports	Everyday living supports
Full pensioner	0%	5%	17.50%
Part pensioner and Commonwealth seniors health card eligible	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree and means not disclosed	0%	50%	80%

For Grandfathered HCP participants who obtained approval on/before 12 September 2024 you will be protected by the “no worse of principle” and will not pay more Contributions than your current Income Tested Fee amount			
	Clinical supports	Independence supports	Everyday living supports
Full pensioner	0%	0%	0%
Part pensioner and Commonwealth seniors health card eligible	0%	Between 0% and 25% depending on income and assets	Between 0% and 25% depending on income and assets
Self-funded retiree and means not disclosed	0%	25%	25%

**Please note:** transitioned HCP participants will also retain their Unspent funds

## The Village’s Services and Price List

Below is an overview of the support services we offer, aligned with the SaH Service List, along with their prices. Prices are exclusive of GST and are listed per unit of time or another descriptor (e.g. trip), as set out below. Our prices are provided on an in-home basis. Some Allied Health or other Therapeutic services may be provided in-clinic; a price will be available upon request. The stated duration for our Allied Health or other Therapeutic services represents the actual treatment time; for example, a 1-hour service is not shortened by travel time, report writing, etc. – you get 1 hour’s treatment.

If you would like a service not listed on our Price List, talk to us; we may be able to arrange the service for you. Depending on your individual needs, we may need to charge a price different from our price list. In this case, we will discuss this with you and agree on a price in writing. Please refer to our Terms & Conditions section for more explanatory notes, as referenced in our Price List.

**Please note:** service durations shorter than 1 hour are subject to certain conditions and require pre-approval. Service durations exceeding 1 hour will incur additional charges in 15-minute increments, not pro rata. In general, The Village does not impose a 2-hour minimum duration – our Care Partners will confirm this based on your specific circumstances.

## Clinical supports & pricing

The Village provides specialised services tailored to your situation and designed to improve your health and wellbeing. We will help you to maintain or regain functional and/or cognitive capabilities so you can live well at home. Our clinical services are provided by appropriately qualified or accredited health care professionals.

Service Type	Services	Unit	Standard Weekdays (6am to 6pm)	Non-Standard Weeknights (6pm to 6am)	Saturday	Sunday	Public Holiday
<b>Nursing Care</b>	Registered Nurse	30 mins	\$133.00	\$160.00	\$200.00	\$266.00	\$333.00
		1 hour	\$190.00	\$228.00	\$285.00	\$380.00	\$475.00
	Enrolled Nurse	30 mins	\$119.00	\$143.00	\$179.00	\$238.00	\$298.00
		1 hour	\$170.00	\$204.00	\$255.00	\$340.00	\$425.00
	Nursing Assistant	30 mins	\$95.00	\$114.00	\$143.00	\$190.00	\$238.00
		1 hour	\$135.00	\$162.00	\$203.00	\$270.00	\$338.00
	Telehealth - Nursing	15 mins	\$45.00	\$54.00	\$68.00	\$90.00	\$113.00
Nursing care consumables	Everyday nursing consumables are included. Specialised nursing products tailored to you will be purchased and added to your Budget.						
<b>Allied Health and other therapeutic services</b>	All Initial Assessments	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
	Occupational therapy	30 mins	\$183.00	\$220.00	\$275.00	\$366.00	\$458.00
		1 hour	\$270.00	\$324.00	\$405.00	\$540.00	\$675.00
	Physiotherapy	30 mins	\$176.00	\$212.00	\$264.00	\$352.00	\$440.00
		1 hour	\$260.00	\$312.00	\$390.00	\$520.00	\$650.00
	Podiatry	30 mins	\$162.00	\$195.00	\$243.00	\$324.00	\$405.00
		1 hour	\$240.00	\$288.00	\$360.00	\$480.00	\$600.00
	Exercise physiology	30 mins	\$176.00	\$212.00	\$264.00	\$352.00	\$440.00
		1 hour	\$260.00	\$312.00	\$390.00	\$520.00	\$650.00
	Allied health therapy assistant	30 mins	\$122.00	\$147.00	\$183.00	\$244.00	\$305.00
		1 hour	\$180.00	\$216.00	\$270.00	\$360.00	\$450.00
Telehealth - Allied Health	15 mins	\$50.00	\$60.00	\$75.00	\$100.00	\$125.00	
All other Allied Health and other therapeutic services	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget. Prescribed nutrition products that are specific to you may be pre-approved and added to your Budget.						

## Care Management & pricing

All Participants will be required to choose a single Registered Provider accountable for quality and compliance matters. The provider is required, by law, to provide Care Management at least once a month to support you in getting the best outcomes from your aged care services. With The Village, you will have access to specialist Care Partners to help you on your health and wellbeing journey. These activities could include planning your services, calling you to make sure everything is working well, documenting our interactions, or helping you adjust your services if your needs change.

Care Management applies to all participants in the SaH program, even if you elect to self-manage some/all of your services.

To pay for this service, Services Australia deducts 10% of your quarterly Ongoing Services budget. The Village will access this funding by providing evidence of the Care Management tasks that we delivered.

Our Care Management fees are set out below (fees will be charged in 15-minute increments, with a minimum in-home service duration of one hour):

Service Type	Standard Weekdays (6am to 8pm) rate per hour
Care Management	\$145.00
Restorative & End-of-Life Care Management	\$175.00

**Note:** you will not be charged a Contribution for Care Management services



## Independence supports & pricing

The Village will help you manage everyday activities, or adapt to changes in your abilities and maintain the skills you need to live safely and independently.

Service Type	Services	Unit	Standard Weekdays (6am to 8pm)	Non-Standard Weeknights (8pm to 6am)	Saturday	Sunday	Public Holiday
<b>Personal Care</b>	Assistance with: self-care activities, self-administered medication, continence management (non-clinical)	30 mins	\$84.00	\$101.00	\$118.00	\$152.00	\$185.00
		1 hour	\$120.00	\$144.00	\$168.00	\$216.00	\$264.00
<b>Social support and community engagement (Direct transport may be scheduled in conjunction)</b>	Individual social support	1 hour	\$120.00	\$144.00	\$168.00	\$216.00	\$264.00
	Accompanied activities	1 hour	\$120.00	\$144.00	\$168.00	\$216.00	\$264.00
	Group social support	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
	Other Social support & community engagement	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
<b>Therapeutic services for independent living</b>	All Initial Assessments	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
	All Therapeutic services	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
<b>Respite Care</b>	Flexible respite (in-home)	1 hour	\$120.00	\$144.00	\$168.00	\$216.00	\$264.00
	Centre-based respite	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.					
<b>Transport</b>	Direct transport (driver and car provided). This must be in conjunction with another service (i.e. Accompanied activities).	0-20km return trip	\$112.00	\$129.00	\$146.00	\$180.00	\$213.00
		21-40km return trip	\$152.00	\$172.00	\$191.00	\$229.00	\$268.00
		41-80km return trip	\$262.00	\$292.00	\$322.00	\$382.00	\$442.00
		81km or more return trip	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.				
	Indirect transport (taxi and rideshare service vouchers)	Self-managed via an Associate/third-party Provider					

## Everyday living supports & pricing

The Village offers support to help you keep your home liveable and enable independent living.

Service Type	Services	Unit	Standard Weekdays (6am to 8pm)	Non-Standard Weeknights (8pm to 6am)	Saturday	Sunday	Public Holiday
<b>Domestic Assistance</b>	General house Cleaning, Laundry Services	30 mins	\$81.00	\$98.00	\$114.00	\$146.00	\$179.00
		1 hour	\$115.00	\$138.00	\$161.00	\$270.00	\$253.00
	Shopping Assistance (for groceries, capped at a 40km return journey)	30 mins	\$98.00	\$115.00	\$132.00	\$166.00	\$199.00
		1 hour	\$148.00	\$172.00	\$196.00	\$244.00	\$292.00
		41km or more return trip	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.				
<b>Home maintenance and repairs</b>	Gardening, Home Maintenance and repairs	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget. Expenses for home maintenance and repairs that are specific to you may be pre-approved and added to your Budget.					
<b>Meals</b>	Meal Preparation	30 mins	\$84.00	\$101.00	\$118.00	\$152.00	\$185.00
		1 hour	\$120.00	\$144.00	\$168.00	\$216.00	\$264.00
	Meal delivery (pre-prepared)	Self-managed via an Associate/third-party Provider, excluding the groceries component					

## Restorative Care Pathway & pricing

Most services in this pathway are clinical in nature, like Allied Health or Nursing, and are delivered by professionals who understand your unique needs.	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.
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## End-of-Life Pathway & pricing

The End-of-Life Care pathway is designed to support older people with a life expectancy of three months or less who wish to remain in the comfort of their own home.	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.
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## Assistive Technology – Home Modifications (AT-HM) Scheme & pricing

Through the AT-HM Scheme, you can access tailored equipment and make changes to your home that support your wellbeing.	Prescription and wrap-around services will be at the appropriate Allied Health or other Therapeutic services price. We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget.
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## Other services & pricing

Apart from the above service items, The Village can also support you in exceptional circumstances, i.e.:

- **Overnight Care:** is delivered in 14-hour shifts. It consists of 8 hours of sleep and 6 hours of active services. Support Workers need a bed in a separate room and need 8 hours of sleep. Additional fees will apply for disturbances during the 8-hour sleep, charged at the appropriate hourly rate. Note: more than two disturbances per night will result in the total shift reverting to an hourly rate.
- **24-Hour Live-in Care:** is for low care participants requiring regular monitoring in their home by a single Support Worker. Shifts have the same start and end time. Support Workers need a bed in a separate room and can only work 8 hours per shift; any shift exceeding 8 hours reverts to an hourly rate. Note: high care is delivered in 3 x 8-hour active shifts with three separate Support Workers on a rotation (charged at the appropriate hourly rates x 24 hrs).

## What if my government funding runs out?

The Village can provide Additional Services, if requested by you, and agreed by us – these will be paid from your own funds. This could be the case when you have exhausted all government funding, including any unspent HCP funds.

## What makes The Village different?

- Quality – our dedicated team of specialist Care Partners and Nurses can assist you with selecting the services that are right for you
- Compliance – all of our staff are Police checked and adequately trained to deliver your services professionally and safely
- Matching – our substantial team of directly employed workers is carefully matched to suit your needs and preferences
- Personalised services – we are still small enough to care, and you will get to know your team's familiar faces
- Value for money – we do not aim to be the cheapest, but we will do our best to ensure you get fit-for-purpose services that are sustainable for you and for us

We feel privileged that you are considering **The Village** as your Support at Home service provider. Thank you for entrusting us with your care and the care of your loved ones. Be assured that we will do everything in our ability to deliver the best care possible.

For more information, please contact us on 07 3854 3747, or [care@thevillage.com.au](mailto:care@thevillage.com.au)



### What's the cost to switch to The Village?

# \$0.00

That's right. There are no joining or switching fees when you transfer to The Village. You also retain your Unspent HCP funds.

the  village  
HOMECARE SERVICES

# Terms and Conditions:

- 1.Prices and fee schedules are valid from 1 November 2025, but may be subject to change at any time, subject to updated guidance and information provided by the Government, in line with the terms of our Service Agreement
- 2.All amounts are GST exclusive, and the applicability of GST will be confirmed on an individual basis
- 3.Our service cancellation policy requires at least two business days' notice. If you cancel with less notice (or reject a suitably qualified and compatible alternative support worker) or are not at home at the scheduled time, a cancellation fee at the full price of the scheduled service will be charged; this includes payment of your Contribution, if applicable
- 4.In most cases, we can put your services on hold for a period if your circumstances change, such as a hospital stay, holiday, or respite care. Please discuss any plans to pause your services with our Care Partners so we can reorganise your services and ensure that you provide at least 48 hours' notice to avoid being charged for any late notice cancellations.
- 5.For ease of understanding, our Price List expresses some of our prices in examples, a 30-minute service duration (so you know what you pay for 30 mins). When we produce your Monthly Statement (and periodic invoices) and when we claim from Services Australia, we are required to restate the service unit type to an hourly rate. For example, a 30-minute service may be listed as \$100, but the invoice and our claim will be for 0.5 hours at the converted hourly rate of \$200/hr; you will still pay \$100 for the service.
- 6.Contribution rates will be determined based on the type of service delivered and your income and asset assessment undertaken by Services Australia, which will notify you of the contribution percentages payable. We will send you an invoice each month, which shows the contribution amount you'll need to pay us (the registered provider is collecting this on behalf of Services Australia)
- 7.The final price of third-party services/consumables/products/meals elected by you (not on our preferred panel and covered by our published Price List), includes the third-party provider's actual cost plus 10% to cover our support in managing the service (ie quality and compliance oversight, claiming and payment/reimbursement)
- 8.Prices for equipment and home modifications vary depending on your needs. Our fees for coordination and administration help cover the setup, training and safe use of your equipment/modifications:
  - a.Assistive Technology Administration fee will be 10% of quoted costs, capped at \$500
  - b.Home Modification Coordination fee will be 15% of quoted costs, capped at \$1,500
- 9.Reimbursement of expenses that you incur needs to be pre-approved and is only available under a Self-managed option
- 10.Non-standard weeknight Hours are defined as between 8pm and 6am, except for Nurses, where they will be from 6pm to 6am
- 11.If a period of work crosses a shift boundary (ie different days/times), we are required to pay Aged Care Workers at the higher of the relevant rates. We also charge accordingly, ie if a 2-hour visit ends at 8:01pm, the entire visit is charged at the Non-Standard hourly rate.
- 12.Our Allied Health and other Therapeutic services include direct and indirect activities; we will only charge this as a single line item on your invoice
- 13.Our Telehealth services offer video or phone consultations with Nursing and Allied Health professionals in 15-minute increments