

Support at Home



Schedule of Fees and Charges

Valid from 1st November 2025



sensiblecare.com.au

 1800 121 000

 info@sensiblecare.com.au

Service Hours

- Standard hours: Monday–Friday, 6am–8pm
- After hours: Monday–Friday, 8pm–6am
- If a shift ends after 8pm, **the entire shift is charged at afterhours rates**, in line with SCHADS Award pay conditions.

Service Categories

Everyday Living

Independence

Clinical

Everyday Living Services

Service Type	Description	
Domestic Assistance	General house cleaning, laundry, shopping support	\$89
Garden and Yard Maintenance	Lawn mowing, pruning, light garden upkeep	\$97
Home Maintenance	Basic maintenance	
Meal Preparation	In home or community	\$89
Meal Delivery	Pre-prepared Meals (e.g. Lite N' Easy)	Supplier cost + 10% Administration Fee

Consumer Note

The Administration Fee covers provider overheads such as Care Manager review of suitability, supplier checks, compliance requirements, education and invoice processing Under Support at Home.

The cost of a delivered meal is split into:

- 70% (meal preparation and delivery) – claimable from your funding.
- 30% (ingredients cost) – payable directly by you to the meal supplier.

Independence Services

Service Type	Description	Price (per hour)
Social Support	Companionship, cultural support, group or individual outings, digital literacy, personal affairs assistance	\$97
Personal Care	Assistance with bathing, grooming, dressing, mobility, continence (non-clinical), medication prompts	\$97
Flexible Respite – In Home / Community	Flexible respite care delivered at home or in the community	\$97
Direct Transport	Provision of a car and driver for group and individual transport services	\$97 \$107 – 0-5km \$117 – 5.1-10km \$127 – 10.1-15km \$137 – 15.1-25km \$162 – 25.1-50km \$217 – 50.1-100km
Indirect Transport	Taxi / rideshare services (e.g. Cab charge)	Supplier cost + 10% Administration Fee

Therapeutic Services for Independent Living

Service Type	Description	Price (per unit)
Massage Therapy	Therapeutic massage	\$179 per hour
Other Therapeutic Services	Acupuncture Chiropractic Diversional therapy Art therapy Osteopathy	Client's chosen Associated Provider's price + 10% Administration Fee

Consumer Note

The Administration Fee covers provider overheads such as Care Manager review of suitability, supplier checks, compliance requirements, education and invoice processing.

All therapeutic services must be delivered by a qualified practitioner, registered with the relevant professional body where required, consistent with the requirements of the Support at Home Rules.

Clinical Supports

Service Type	Description	Price (per unit)
Nursing – Registered Nurse	Clinical care	\$179 per hour
Nursing – Enrolled Nurse	Clinical care under RN delegation	\$139 per hour
Physiotherapy	Ongoing standard service (45 min)	\$189 per service
	Initial assessment / equipment trials (billed at 1.5 units)	\$283.50 (initial)
Podiatry	Ongoing standard service (foot care, nail care, assessment, treatment)	\$197 per service
	Extended podiatry incl. hand & nail care	\$279 extended
	Initial assessment (billed at 1.5 units)	\$295.50 (initial)
Occupational Therapy	Functional assessment, equipment prescription, home safety	\$219 per hour
Speech Pathology	Communication & swallowing therapy	\$219 per hour
Diet and Nutrition	Nutrition assessment & planning	\$219 per hour
Exercise physiology	Assessment & therapy	\$189 per service (45–60 min)
Other Allied Health / Therapies	Social work Aboriginal or Torres Strait Islander Health Practitioner/Worker Support Psychology Counselling or Psychotherapy Music therapy	Client's chosen Associated Provider's price + 10% Administration Fee

Consumer Note

The Administration Fee covers provider overheads such as Care Manager review of suitability, supplier checks, compliance requirements, education and invoice processing.

Assistive Technology and Home Modifications (AT-HM)

Sensible Care provides support to help you access the right equipment, aids and home modifications to stay safe and independent. These supports are part of the **Support at Home Program** and must be directly linked to your assessed care needs.

Assistive Technology (AT)

- Charged at supplier cost.
- Provider Administration Fee: up to 10% of the total cost (capped at \$500 per item).
- Administration activities may include:
 - ✓ Liaising with assistive technology suppliers
 - ✓ Purchasing low-risk assistive technology items
 - ✓ Organising quotes, delivery and wrap around services

Home Modifications (HM)

- Charged at supplier/contractor cost.
- Provider Coordination Fee: up to 15% of the quoted cost (capped at \$1,500 per project).
- Coordination activities may include:
 - ✓ Project management
 - ✓ Seeking local government approvals for structural modifications
 - ✓ Managing subcontractor invoices and compliance checks

Consumer Note

Administration (for Assistive Technology) and Coordination (for Home Modifications) costs are claimed from your AT-HM funding and cannot be claimed as Care Management activities. These fees are separate from Care Management and only apply when AT-HM services are purchased.

Management Fees

Under the Support at Home Program, the Government automatically allocates 10% of your Support at Home budget to Care Management.

This is not an additional fee charged by Sensible Care. It is a portion of your funding reserved by the Government to support:

- Regular care reviews
- Service coordination
- Monitoring of your care needs
- Updating your care plan

As a result, there are no separate Care Management or Package Management fees in your pricing schedule.

Service Type	Description	Price (per hour)
Care Management	Ongoing support to plan, coordinate and monitor your services under Support at Home	\$99
Restorative Care Management	Goal-oriented planning, monitoring and coordination under the Restorative Care Pathway	\$149

Consumer Note

Care Management fees are funded directly from your Support at Home budget and appear in your monthly statement. The amount of Care Management you receive is determined by your **Support at Home** classification and the needs identified in your care plan.

Self Management

- Clients may use **Sensible Care workers/clinicians** at the above prices.
- If clients choose their own third-party providers, the cost to the SAH package will be the **third-party provider's** invoice amount plus a 10% administration fee.

Consumer Note

The Government still allocates 10% of your Support at Home budget to Care Management, regardless of whether you choose provider-led or self-managed services.

This allocation is not an extra fee charged by Sensible Care – it is a standard part of the Support at Home funding model.

The same level of Care Management funding is applied, but your role in daily coordination and decision-making is greater under Self-Management.

The Administration Fee (referred in the SAH Manual as overhead cap) covers provider overheads such as Care Manager review of suitability, supplier checks, compliance requirements, education and invoice processing.

Terms and Conditions

1. Service Agreement Alignment

All prices published here are indicative. Final fees and charges will be confirmed in each participant's Service Agreement and must align with their care plan and budget.

2. Cancellation Policy

Where a scheduled service is cancelled with less than 24 hours' notice, Sensible Care reserves the right to charge up to 100% of the service fee, in line with the Support at Home Program Rules and the terms of your Service Agreement.

3. Minimum Booking Units

Some services are delivered in minimum booking units (e.g. 2-hour minimum), in line with applicable worker compensation awards such as the SCHADS Award or Nurses Award. Minimum booking requirements are disclosed in your Service Agreement and align with sector practice.

4. Third-Party providers

When participants choose to engage their own associated provider, Sensible Care applies a 10% administration fee per invoice to cover overhead, compliance and processing.

5. Price Changes for Third-party providers:

When participants engage their own provider, any price increases from that provider will be passed on at cost. Participants will be notified of such increases as they occur, and the updated price will appear in their monthly statement.

6. Price Review

Prices are reviewed regularly to reflect changes in operational costs, including but not limited to wage awards, indexation, government funding updates, insurance, compliance requirements, and business overheads. Participants will be notified in writing at least 14 days before any price changes take effect. All price changes will be updated in My Aged Care and in the participant's Service Agreement.

Prices may also be updated in line with Government indexation of Support at Home funding.

7. Excluded Costs

Support at Home funds can only be used for items and services included in the official Support at Home Service List. Items outside this list cannot be claimed or reimbursed. In addition, funds cannot be used for excluded costs under the Aged Care Act 2024 (for example: rent, mortgage payments, entertainment, alcohol, utilities, or general household bills). These costs will not be reimbursed under any circumstances.

8. Monthly Statements

All services, including administration or handling fees, are itemised in the participant's monthly statement for transparency.

9. Variation of Services

To ensure services meet your care needs and budget, changes to your services (type, frequency or duration) will be discussed with you and updated in your Service Agreement before taking effect.

10. Provider Discretion on Service Provision

Sensible Care reserves the right to refuse or discontinue services that are unsafe, outside the scope of the Support at Home Service List, or where compliance requirements cannot be met.

11. Complex Care Pricing

The prices listed in this schedule apply to standard services. Where a participant requires complex care (for example, due to high clinical needs, specialised equipment, behavioural support requirements, or additional staffing), higher prices may apply. Complex care pricing will be published in your Support at Home Agreement and confirmed with you before services are delivered.

12. Weekend & Public Holiday Charges

Services delivered on Saturdays, Sundays or Public Holidays are charged at higher rates in line with applicable industrial awards (e.g. SCHADS Award, Nurses Award). The applicable weekend or public holiday rate will be confirmed in your Service Agreement and itemised in your monthly statement.

13. Public Holiday Rescheduling

If a service falls on a Public Holiday, the service will proceed as rostered unless the participant notifies Sensible Care in advance that they would like to reschedule. Where no notice is given, the scheduled service will be charged at the applicable Public Holiday rate.

14. Penalty Rates & Surcharges (non-clinical)

- Afterhours (Mon–Fri, 8pm–6am): +15%
- Saturday: +40%
- Sunday: +80%
- Public Holidays: +120%

These surcharges apply in line with the SCHADS Award. Where a shift continues into a penalty period (for example, past 8pm), the entire shift will be charged at the higher rate, consistent with award obligations.

Compliance & Consumer Notes

- Prices are published in line with the **Aged Care Act 2024, Aged Care Rules 2025**, and the **Support at Home Program Manual v4.0**.
- All prices are **GST-free** where applicable.
- Fees and handling charges are included in **Service Agreements** and shown in **monthly statements**.
- Units of measure are clearly disclosed (per hour, per service, per meal, per trip).



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