

**WENONAH COMMUNITY CARE**  
**Support at Home Program – Client Price List and Service Descriptions**  
**Version: 3.1**  
**Effective Date: 17 December 2025**  
**Approved by: Executive Manager / Director**  
**Review Date: 17 December 2026**

**Version 3.1 – Summary of Changes**  
*(Compared to Version 3.0)*

1. **Allied Health pricing updated**  
 Some allied health service rates have increased due to price increases from external allied health providers engaged to deliver these services. Updated rates are reflected in the Master Price List.
2. **Home Maintenance description updated (Gardening clarification)**  
 Additional detail has been added to clarify the scope of gardening, noting it is limited to **non-specialised, safety-related gardening tasks** (e.g., basic lawn mowing and safety gardening where required).
3. **Client Rights & Responsibilities updated (Payment clarification)**  
 Added clearer information about payment of fees and applicable co-contributions, including that if amounts remain unpaid and no arrangement is in place, services may be suspended or ceased in line with the Service Agreement, with written notice and access to hardship supports and the complaints process.

# Wenonah Community Care

Support at Home Program – Master Price List and Descriptions –

**Effective Date: 17 December 2025**

<b>Service</b>	<b>Base Rate (8am–6pm Mon–Fri)  Hourly Rate</b>	<b>Non-Standard Hours (Mon– Fri)  Hourly Rate</b>	<b>Saturday  Hourly Rate</b>	<b>Sunday / Public Holiday  Hourly Rate</b>
Registered Nurse	\$170.00	\$191.25	\$255.00	\$340.00 \$425.00
Enrolled Nurse	\$114.00	\$130.00	\$171.00	\$228.00 /\$285.00

Nursing Assistant	106.00	\$120.00	\$160.00	\$212.00 / \$265.00
Personal Care	\$99.00	\$110.25	\$147.00	\$196.00 / \$245.00
Domestic Assistance	\$99.00	\$110.25	\$147.00/	\$196.00 / \$245.00
Social Support	\$99.00	\$110.25	\$147.00	\$196.00 / \$245.00
Transport / km <i>(applied when client travels in car with Home Care Employee — see note *)</i>	\$1.25/km	N/A	N/A	N/A
Transport Pick up / drop off (within 10km radius)	\$99.00	N/A	N/A	N/A
Meals on Wheels (Gulgong Only)	\$21.50/meal	N/A	\$24.50/meal	\$26.50/meal
Meal Preparation	\$99.00	N/A	N/A	N/A
Home Maintenance	\$120.00	N/A	N/A	N/A
Outdoor Home Maintenance – Non-Specialised (Safety Gardening Only)	\$99.00	N/A	N/A	N/A
Allied Health Therapy Assistant	\$122.00	N/A	N/A	N/A
Counsellor / Psychotherapist	\$208.00	N/A	N/A	N/A

Dietitian / Nutritionist	\$200.00	N/A	N/A	N/A
Exercise Physiologist	\$200.00	N/A	N/A	N/A
Initial Assessment and Care Setup Fee *based on four hours at \$99/hr	\$396.00*	N/A	N/A	N/A
Occupational Therapist	\$200.00	N/A	N/A	N/A
Physiotherapist	\$190.00	N/A	N/A	N/A
Podiatrist	\$200.00	N/A	N/A	N/A
Psychologist	\$228.00	N/A	N/A	N/A
Social Worker	\$200.00	N/A	N/A	N/A
Speech Pathologist	\$350.00 + Travel expense \$350	N/A	N/A	N/A
Care Management	\$150.00	N/A	N/A	N/A
Restorative Care Management	\$170.00	N/A	N/A	N/A
Remedial Massage	\$150.00	N/A	N/A	N/A
Social / Therapeutic Group Activities	\$200.00	N/A	N/A	N/A
Meal Support – Ordering, Delivery Assistance & Monitoring	\$99.00	N/A	N/A	N/A

## Service Descriptions

The following descriptions explain what each service involves.

<b>Service</b>	<b>Description</b>
Registered Nurse	Provides clinical nursing care including medication administration, wound care, chronic disease management, health monitoring, and clinical assessments. Supports complex health needs and liaises with GPs and allied health professionals.
Enrolled Nurse	Delivers nursing care under the supervision of a Registered Nurse. Tasks may include medication support, wound dressing, monitoring vital signs, and assisting with health management according to care plans.
Nursing Assistant (Assistant in Nursing / Personal Care Worker with health tasks)	Provides delegated tasks under the direction of a nurse. May assist with basic clinical activities like taking blood pressure, simple dressings, and personal care tasks, but not complex clinical interventions.
Personal Care	Assistance with daily self-care activities such as showering, dressing, grooming, toileting, mobility, and eating, to support dignity, independence, and wellbeing.
Domestic Assistance	Support with household tasks such as cleaning, laundry, shopping, and other essential domestic duties to maintain a safe and healthy living environment.
Social Support	Provides companionship, emotional support, and assistance with social or community engagement activities to reduce isolation and promote wellbeing.

Home Maintenance	Minor works to maintain home safety and functionality. Includes essential repairs, gutter cleaning, lawn mowing, replacing light globes, or safety modifications to reduce risk of injury (fixing steps, security loose rails).
Outdoor Home Maintenance – Non-Specialised (Safety Gardening Only)	<p>Basic gardening tasks that keep outdoor areas safe, such as:</p> <ul style="list-style-type: none"> <li>• Clearing paths, steps and ramps</li> <li>• Removing leaves and sticks</li> <li>• Light weeding on walkways</li> <li>• Removing simple trip hazards</li> </ul> <p>Does not include decorative gardening, hedging, landscaping, tree work, or major pruning.</p>
Allied Health Therapy Assistant	Works under the supervision of an allied health professional (e.g., physiotherapist, occupational therapist). Delivers prescribed therapy programs such as exercises, mobility training, or communication practice. Monitors and reports progress back to the supervising professional.
Counsellor / Psychotherapist	Provides therapeutic interventions to support mental health, emotional wellbeing, and coping with life transitions. Uses counselling and psychotherapy approaches to address anxiety, depression, grief, trauma, or adjustment to illness/ageing.
Dietitian / Nutritionist	Assesses dietary needs, develops personalised meal plans, provides nutrition education, and supports the management of health conditions such as diabetes, cardiovascular disease, or malnutrition.
Exercise Physiologist	Designs and delivers clinical exercise programs tailored to individual needs. Focuses on strength, mobility, endurance, falls prevention, and chronic disease management (e.g., arthritis, diabetes, heart disease). Must be delivered by an Accredited Exercise Physiologist (AEP).

<p>Initial Assessment and Care Setup Fee</p>	<p>Wenonah Community Care charges a one-off Initial Assessment and Care Setup Fee of \$396.00, based on four hours at \$99.00 per hour.</p> <p>This covers the professional and administrative work required to establish your services under the Support at Home Program, including the in-home assessment, care plan development, risk screening, and setup in our rostering and billing systems.</p> <p>This fee is charged from your Support at Home general budget once your participant entry is active.</p>
<p>Occupational Therapist</p>	<p>Assists people to improve independence and safety in daily living activities. Provides functional assessments, home safety recommendations, and prescribes adaptive equipment or environmental modifications.</p>
<p>Physiotherapist</p>	<p>Helps restore and maintain mobility, strength, and physical function. Provides rehabilitation, pain management, falls prevention, and treatment for musculoskeletal, neurological, or cardiorespiratory conditions.</p>
<p>Podiatrist</p>	<p>Specialises in foot health, including nail and skin care, treatment of calluses, foot pain, footwear advice, and management of complications associated with conditions such as diabetes.</p>
<p>Psychologist</p>	<p>Provides assessment, counselling, and therapeutic interventions for mental health conditions and behavioural concerns. Helps with coping strategies, cognitive therapy, emotional regulation, and psychological wellbeing.</p>
<p>Social Worker</p>	<p>Assists with social, emotional, and practical challenges. Provides counselling, advocacy, links to services (housing, financial, community supports), and helps navigate health and aged care systems.</p>

Speech Pathologist	Assesses and treats difficulties with speech, language, communication, and swallowing. Provides strategies to improve communication and supports safe eating and drinking.
Care Management	Ongoing coordination of services to ensure they align with your care plan, needs, and goals. Includes regular reviews, monitoring, advocacy, and communication with health professionals. Under Support at Home, capped at 10% of your budget.
Restorative Care Management	Short-term, goal-directed support to restore function and independence after illness, injury, or hospitalisation. Coordinates allied health and care services to help you regain capacity.
Remedial Masseuse	Provides therapeutic massage to relieve muscle tension, reduce pain, improve circulation, and support relaxation and physical wellbeing. May assist with recovery after injury or musculoskeletal strain.
Social / Therapeutic Group Activities	Group-based programs that promote social interaction, emotional wellbeing, and physical health. May include activities such as exercise groups, arts, music, or group outings. Supports connection and reduces isolation.
Transport – With Support (Accompanied Transport)	Assistance with safe travel to appointments, shopping, or community activities where a staff member stays with you for the duration of the outing. Includes help getting in and out of the vehicle, escorting you to and from the venue, and ongoing support during the activity. <b>Charged at:</b> staff hourly rate (\$ 99/hr) plus any applicable travel costs (km as listed).
Transport – Pick-Up and Drop-Off Only	Safe transport to and from appointments, community activities, or other destinations where the staff member assists you into the vehicle, drives you to your location, escorts you to the entrance if required, and returns later for pick-up. The staff member does <b>not stay</b> during the appointment or activity.

	<b>Charged at:</b> hourly rate (\$99/hr) based on total service time (including return trip).
Meals On Wheels	Provision of ready-made meals delivered to the home. Supports nutrition and independence where cooking may be difficult.
Meal Preparation	Assistance to prepare and cook meals at home, including support with safe food handling and cleaning up afterwards. Helps maintain nutritional intake and independence.
Meal Support – Ordering, Delivery Assistance & Monitoring	Assistance with ordering, coordinating delivery, unpacking, storing and monitoring purchased meals (Lite n’ Easy). Staff time charged per minute at hourly rate. Meal cost charged separately at actual supplier price
<b>*Note:</b>	<i>A per-kilometre charge applies only for travel exceeding a 10 km radius from the service base.</i>

## Client Rights & Responsibilities

### Your Rights

- **Informed Consent & Agreement** – You will receive a Service Agreement before services start or change. This sets out your services, fees, rights, responsibilities, and cancellation rules. You will be given time to review before signing.
- **Transparency of Costs** – All charges will be explained clearly. Monthly statements will show services, costs, care management (10%), and your remaining budget.
- **No Hidden Fees / Bundled Costs** – Package management fees are no longer charged separately. Administrative overheads are built into service prices. Assistive Technology & Home Modifications (AT-HM) funding is separate.
- **Right to Review & Flexibility** – You may request care plan reviews and can change providers if needed.
- **Notice of Changes** – You will receive at least 28 days’ written notice of any price or fee changes.

## Your Responsibilities

- **Budget Limits / Overspending** – You cannot overspend your allocated Support at Home funding. If additional services are required beyond your budget, you will need to pay privately.
- **Cancellation / No-Show Policy** – To avoid fees, cancel services at least 24 hours in advance. If you cancel with less than 24 hours' notice, the full charge will apply.
- **Service Use & Scheduling** – Agree to scheduled services and provide reasonable access to your home for delivery.
- **Communication** – Notify us promptly if your needs change, if you need to reschedule, or if you have concerns or complaints.

## Additional Information

Co-contributions - Grandfathered clients are those who were receiving a Home Care Package on or before **12 September 2024**. These clients will continue under their existing arrangements and will not be required to make a co-contribution under the new Support at Home program commencing 1 November 2025.

**Please note:** *This exemption does not apply to new clients who are approved/assigned a package after 12 September 2024. All new clients will be subject to the standard fee and contribution arrangements.*

- Your rights are protected under the Aged Care Act and the Strengthened Aged Care Quality Standards.
- Wenonah Community Care is required to meet the Aged Care Quality Standards, including qualified staff, safe services, and a clear complaints process.
- A financial hardship provision may apply if you cannot pay required contributions.
- You have the right to provide feedback or lodge complaints, which will be managed fairly and promptly.