

Support at Home Schedule of Fees

Live your life well... at home
Independence | Choice | Personalised

Lutheran Home Care Services has proudly supported individuals and families in our community for over 30 years, delivering trusted in-home care through both privately funded and government-supported programs. As a locally based provider, we understand the importance of personalised care that reflects the unique needs, preferences, and cultural backgrounds of those we serve.

Whether you need basic day-to-day assistance, specialised dementia support, complex clinical care, or help transitioning to residential care, our experienced team is here to walk alongside you every step of the way. Our goal is simple: to help you live well, independently, and comfortably in your own home.

To ensure transparency and consistency across services, our Schedule of Fees has been developed in alignment with the new Support at Home model. This approach supports compliance with standardised national pricing, making it easier for consumers to understand and compare services, while ensuring fair and equitable access to care.

At Lutheran Home Care Services, we're committed to delivering high-quality support with compassion, dignity, and respect—because we believe everyone deserves to feel safe, valued, and empowered at home.

Government Subsidy as of 1st October 2025

Support at Home Level	Support at Home classification	Government Funding Per Day
HCP Level 1	Transitioned HCP Level 1	\$30.10
HCP Level 2	Transitioned HCP Level 2	\$52.93
HCP Level 3	Transitioned HCP Level 3	\$115.22
HCP Level 4	Transitioned HCP Level 4	\$174.68

From 1st November, Home Care Package (HCP) recipients will transition to a Support at Home classification, following the release of updated information and guidance from the Australian Government.

Classification	Per Day	Quarterly budget
1	\$29.29	\$2,674.18
2	\$43.76	\$3,995.42
3	\$60.02	\$5,479.94
4	\$80.90	\$7,386.33
5	\$108.25	\$9,883.76
6	\$131.31	\$11,989.35
7	\$159.15	\$14,530.53
8	\$212.78	\$19,427.25

Schedule of Fees as from 1st November rates are per hour (excluding GST)



Clinical Supports

Nursing Care	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
Enrolled Nurse	\$163.00	\$187.45	\$244.50	\$326.00	\$407.50
Registered Nurse	\$181.00	\$208.15	\$271.50	\$362.00	\$452.50
Nursing Assistant *	\$115.00	\$132.25	\$172.50	\$230.00	\$287.50

*Nursing Assistant Service - Medication assistance provided by a qualified support worker under the supervision of a registered nurse.

Allied health and Other Therapeutic	Per 15 minutes	Per 30 minutes	Per 45 minutes	Per 60 minutes
Allied health therapy assistant - Home Consultation	\$55.13	\$84.00	\$112.88	\$141.75
Dietitian or nutritionist	\$97.13	\$148.00	\$198.88	\$249.75
Exercise physiologist - Clinic Consultation	\$61.05	\$122.10	\$183.15	\$244.20
Exercise physiologist - Home Consultation	\$97.13	\$148.00	\$198.88	\$249.75
Exercise physiologist - Group Session	-	-	-	\$38.50
Occupational therapist – Home Consultation	\$99.75	\$152.00	\$204.25	\$256.50
Occupational therapist – At Home Extended Travel 45 minutes plus	-	-	-	\$351.50
Physiotherapy – Clinic Consultation	\$61.05	\$122.10	\$183.15	\$244.20
Physiotherapy – Home Consultation	\$68.15	\$136.29	\$204.44	\$272.58
Podiatry – Clinic Consultation	\$60.50	\$121.00	\$181.50	\$242.00
Podiatry – Home Consultation	\$74.25	\$148.50	\$222.75	\$297.00
Speech pathologist - Home Consultation	\$86.63	\$132.00	\$177.38	\$222.75
Psychologist	\$52.25	\$104.50	\$156.75	\$209.00

Care Management	Per 15 minutes	Per 30 minutes	Per 45 minutes	Per 60 minutes
Care Management	\$37.50	\$75.00	\$112.50	\$150.00

Care management: 10% of your quarterly ongoing budget is allocated specifically for care management services. The above rates are claimed through Services Australia and deducted from this 10% allocation.



Independence

Personal Care	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Assistance with the self- administration of medication	\$115.00	\$132.25	\$172.50	\$230.00	\$287.50
Continence management (nonclinical)	\$115.00	\$132.25	\$172.50	\$230.00	\$287.50
Social support and community engagement	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
Individual social support	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Accompanied activities	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Group Social Support	\$45.00	-	-	-	-
Respite Care	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
Respite Care	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Therapeutic services for independent living	Per 15 minutes	Per 30 minutes	Per 45 minutes	Per 60 minutes	
Chiropractor – In Clinic	\$53.90	\$107.80	\$161.70	\$215.60	
Chiropractor – At Home	\$102.90	\$156.80	\$210.70	\$264.60	
Remedial masseuse – In Clinic	\$29.70	\$59.40	\$89.10	\$118.00	
Remedial masseuse – At Home	\$31.63	\$63.25	\$94.88	\$126.50	
Assistive technology and home modifications	Per 15 minutes	Per 30 minutes	Per 45 minutes	Per 60 minutes	
Assistive technology	\$30.25	\$60.50	\$90.75	\$121.00	
Home modifications	\$30.25	\$60.50	\$90.75	\$121.00	
Transport	Direct transport (driver and car provided)		Indirect transport (taxi or rideshare service vouchers)		
Tier 1: 0 – 5km	\$16.00		\$16.00		
Tier 2: 5km – 10km	\$32.00		\$32.00		
Tier 3: 10-15km	\$48.00		\$48.00		
Tier 4: 15km – 20km	\$64.00		\$64.00		
Tier 4: 20km – 25km	\$80.00		\$80.00		
Over 25km	+\$16 per additional 5km		+\$16 per additional 5km		



Everyday living

Domestic Assistance	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
General house cleaning	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Shopping assistance	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Laundry services – external per bag	\$33.13	-	-	-	-
Home maintenance and repairs			Per half hour		Per hour
Gardening - Albury City Shire Area			\$60.50		\$121.00
Gardening - Federation Shire Area			\$60.50		\$121.00
Gardening - Greater Hume Shire Area			\$74.00		\$148.00
Assistance with home maintenance and repairs			\$60.50		\$121.00
Meal Preparation	Standard Rate	Evening Rate	Saturday	Sunday	Public Holiday
Meal Preparation	\$110.00	\$126.50	\$165.00	\$220.00	\$275.00
Meal Delivery	Dessert and Soups		Single Meals		Double Meals
Meal Delivery	\$10		\$18		\$27

Additional Service Pricing

The following services are currently listed with pricing but do not yet have active service providers or formal agreements in place through Lutheran Home Care:

Additional Service Pricing	Per Hour
Counsellor or psychotherapist	\$220
Music therapist	\$220
Social worker	\$220
Aboriginal and Torres Strait Islander Health Practitioner	\$220
Aboriginal and Torres Strait Islander Health Worker	\$192
Acupuncturist	\$186
Diversional therapist	\$199
Art therapist	\$200
Osteopath	\$193
Cultural support (Cultural care is integrated into every service we provide)	\$110
Digital education and support	\$110
Assistance to maintain personal affairs	\$110
Expenses to maintain personal affairs	\$110



Service Information

Service Times and Rates

- Standard Rate: Monday to Friday, 6:00 AM – 4:00 PM
- Evening Rate: Monday to Friday, 4:00 PM – Midnight
- Weekend & Public Holiday Rate: Applies all day on Saturdays, Sundays, and public holidays
- Minimum Service Duration: Services are delivered in blocks of 30 minutes to 2 hours, depending on your care needs and staff availability.
- Minimum Shift Payment: Home care workers are paid for a minimum of 2 hours per shift. Evening and weekend services may require a full 2-hour booking due to limited availability.
- Short-Duration Services (15 minutes): Available only in exceptional circumstances and charged at the following rates:
 - Standard (Mon–Fri): \$35.71
 - Evening: \$41.07
 - Saturday: \$53.57
 - Sunday: \$71.42
 - Public Holiday: \$89.28

Note: Short-duration services are subject to approval and availability. They are typically used for medication prompts, welfare checks, or other brief interventions.

Terms and Conditions

Terms and Conditions

- **Pricing and GST:** All rates are exclusive of GST. Where applicable, 10% GST will be added.
- **Leave Notification:** Please provide at least 7 days' notice for any planned leave or service pause.
- **Service Cancellation Policy:**
 - Cancellations must be made at least 48 hours before the scheduled service.
 - Cancellations made within 48 hours will incur the full-service charge.

Care Management

Care management is a core part of your support at home. It ensures your services are:

- Well-coordinated and aligned with your Care Plan goals
- Responsive to changes in your needs or circumstances
- Integrated with other formal and informal supports
- Delivered by a consistent point of contact who understands your preferences

Our care managers work with you to:

- Schedule and adjust services as needed
- Monitor service quality and safety
- Advocate for your needs and preferences
- Ensure your care is respectful, personalised, and timely

Care management is essential to achieving the best outcomes and helping you live well at home.

More Information

We're here to help. Contact us anytime:

- 📞 **Call:** 02 6060 4000 (Option 2 for Home Care)
- 📍 **Visit:** 10 Somerset Drive, West Albury NSW 2640
- 🌐 **Website:** <http://www.lacalbury.com>