

**Effective 1 November 2025**, the Australian Government's **Support at Home Program**, established under the **Aged Care Act 2024**, commenced.

It provides participants with **flexible, personalised home care services** designed to meet their individual needs and preferences.

**Kare Seniors** is committed to transparency and quality care.

The prices shown are our **current approved service fees**, inclusive of all costs and aligned with **Department of Health and Aged Care** guidelines.

**Provider Registration** Kare Seniors Pty Ltd is an approved provider under the *Aged Care Act 2024* and registered to deliver Support at Home services. Evidence of Kare Seniors' registration is held on file and available upon request.

## 1. Service Fees

| Service Type  | Standard Hours | After Hours | Saturday  | Sunday    | Public Holiday |
|---|----------------|-------------|-----------|-----------|----------------|
| <b>Personal Care</b>  | \$105          | \$122       | \$132     | \$165     | \$185          |
| <b>Domestic Assistance</b>  | \$105          | \$122       | \$132     | \$165     | \$185          |
| <b>Social Outings Support</b>   | \$105          | \$122       | \$132     | \$165     | \$185          |
| <b>Companionship Support</b>  | \$105          | \$122       | \$132     | \$165     | \$185          |
| <b>In-Home Respite</b>  | \$105          | \$122       | \$132     | \$165     | \$185          |
| <b>Nursing / Clinical Care (Visit &amp; Telehealth)</b>                 | \$150          | \$163       | \$179     | \$195     | \$230          |
| <b>Gardening &amp; Home Maintenance (approved tasks)</b>                | \$120          | \$120       | \$120     | \$120     | \$120          |
| <b>Sleepover (Inactive 10 pm – 6 am)</b>                                | \$480          | \$480       | \$530     | \$560     | \$590          |
| <b>Transport (Participant Outings – participant present in vehicle)</b> | \$1.20/km      | \$1.20/km   | \$1.20/km | \$1.20/km | \$1.20/km      |

## 2. Care Management – up to 10 % of Quarterly Support at Home Budget

Services Australia funds this service.

Under the Support at Home Program, up to 10 % of your quarterly budget is automatically allocated by Services Australia to cover Care Management.

The amount is deducted directly from your quarterly Support at Home budget and paid to Kare Seniors for coordinating and monitoring your care; you do not need to make any additional payment for this service.

### Care Coordinator services include:

- Developing and maintaining your personalised Care Plan
- Coordinating and scheduling support workers and services
- Reviewing services and monitoring outcomes to ensure your needs are met
- Communicating with My Aged Care regarding updates or reassessments
- Assisting with referrals to clinical, allied health, or community services

- Supporting you and your representative with information, advocacy, and choice
- Conducting quarterly check-ins and arranging care-plan reviews if your needs change

### 3. Government Participant Contribution Percentages

Under the Support at Home Program, the Australian Government pays the majority of care costs, while participants may contribute a small portion depending on their income assessment.

The Government sets these contribution percentages and applies them consistently across all approved providers.

The table below outlines the standard contribution rates published by the **Department of Health and Aged Care (June 2025)**.

| Service Type Category                                     | Participant Contribution % (minimum) | Government Contribution % (maximum) |
|---|--------------------------------------|-------------------------------------|
| Clinical Supports (e.g., nursing)                         | 0 %                                  | 100 %                               |
| Independence Supports (e.g., personal care)               | 5 %                                  | 95 %                                |
| Everyday Living Supports (e.g., domestic help, gardening) | 17.5 %                               | 82.5 %                              |

(Source: Australian Government – Support at Home Program Participant Contributions, June 2025)

### Service Cancellations Policies and Important Notes

- Only goods, equipment, or home modifications that are approved in your Support at Home plan are included in your funding.
- Anything not listed in your approved plan is not covered by the program and would need to be paid for privately.
- Prices include all standard Kare Seniors service costs and are GST-free. GST will only apply to services provided by an **external supplier or subcontractor**, where required by law.
- External Services, If you use an outside specialist or contractor, a 10% administration fee will apply.

### Cancellation Policy

- If you need to cancel or change a service, please let us know as soon as possible.
- Cancellations made less than 24 hours before your scheduled visit may be charged at the full-service rate, as your support worker's time has already been reserved.
- If you are not at home when the worker arrives, the full cost of the scheduled service may still apply.
- If Kare Seniors offers a suitable replacement support worker and you decide to cancel instead of accepting the alternative, the full service fee will also apply.
- A minimum charge of two (2) hours per visit applies to all Support at Home services, in line with Fair Work Australia rules under the SCHADS Award.
- Some services may have new names under the Support at Home Program, but they are the same types of care you have been receiving.

*These conditions ensure Kare Seniors meets the requirements of the **Aged Care Act 2024** and the Support at Home Program, while providing fair and transparent services.*