



MHA CARE

Your home + personal care made easy

MHA Care – Support at Home Program (Effective 1 November 2025)

Understanding Your Services, Pricing, and What's Changing

At MHA Care, we are committed to providing high-quality support services to help older people live independently in their homes. From 1 November 2025, the Support at Home program replaces several previous aged care programs and introduces a more unified and transparent approach to in-home care services.

What is the Support at Home Program?

Support at Home brings together services like personal care, domestic assistance, nursing, and allied health under one streamlined model. The goal is to provide individualised care that meets each client's needs while ensuring clarity and fairness in pricing.

What Do the New Prices Cover?

Our pricing is based on real costs involved in providing safe, professional, and reliable care. It includes:

- **Staff wages:** Based on qualifications and industry standards.
 - **Care management:** Coordinating your care plan, service bookings, and check-ins.
 - **Admin costs:** Ensuring smooth service delivery with proper systems, billing, and client support.
 - **Transport:** When care involves travel to and from your home.
 - **Subcontractor (Associate Provider) costs:** When we engage third parties for specialised services.
 - **Capital margin:** To reinvest in technology and staff training that improves our service.
 - **Consumables and products:** Any consumables or products purchased for your care will be charged at cost plus 15% to your package.
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How Services Are Charged

- All time-based services are billed in 15-minute increments.
- For example:
 - 30-minute service = 0.5 hours

- 45-minute service = 0.75 hours
- Less than 15 minutes = charged at 0.25 hours

What About Services After-Hours, Weekends, or Public Holidays?

Care outside of normal hours incurs additional costs:

Day/Time	Surcharge
Monday–Friday (6 AM–6 PM)	Standard Price
Monday–Friday (After hours)	+130%
Saturday (6 AM–6 PM)	+130%
Sunday (6 AM–6 PM)	+160%
Public Holidays	+200%

Allied Health and Specialist Services

Allied Health includes physiotherapy, occupational therapy, dietetics, counselling, and more. Under the new model:

- Each client’s health needs are individually assessed.
- Services may be tailored and priced depending on:
 - Type of therapy or support needed
 - Duration and frequency
 - After-hours or specialist needs
- A quote will be provided before non-standard sessions begin.

Assistive Technology & Home Modifications (AT-HM)

We support your independence through assistive technology (e.g., mobility aids) and home modifications (e.g., grab rails, ramps).

Fees include:

- **Installation** – Depends on the scope of the work
- **Equipment** – Priced based on type and specifications

A full quote will be provided after your in-home assessment.

Standard Service Pricing (Weekdays 6AM–6PM)

Full pricing, including after-hours, weekend, and public holiday rates are detailed below:

Service	Unit	Standard Price (AUD)	Saturday / After Hours Price (AUD)	Sunday Price (AUD)	Public Holiday Price (AUD)
Personal Care	Hour	105.00	136.50	168.00	210.00
Domestic Assistance	Hour	100.00	130.00	160.00	200.00
Meal Preparation	Hour	105.00	136.50	168.00	210.00
Meal Delivery	Meal	18.00	18.00	18.00	18.00
Social Support & Community Engagement	Hour	105.00	136.50	168.00	210.00
Social Support & Community Engagement – Group	Hour	30.00			
Respite Care	Hour	105.00	136.50	168.00	210.00
Registered Nurse	Hour	184.00	239.20	294.40	368.00
Enrolled Nurse	Hour	161.00	209.30	257.60	322.00
Nursing Assistant	Hour	141.00	183.30	225.60	282.00
Occupational Therapist	Hour	218.00	283.40	348.80	436.00
Chiropractor	Hour	206.00	267.80	329.60	412.00
Physiotherapist	Hour	208.00	270.40	332.80	416.00
Podiatrist	Hour	206.00	267.80	329.60	412.00
Psychologist	Hour	248.00	322.40	396.80	496.00
Dietitian / Nutritionist	Hour	217.00	282.10	347.20	434.00
Speech Pathologist	Hour	234.00	304.20	374.40	468.00
Counsellor / Psychotherapist	Hour	223.00	289.90	356.80	446.00
Exercise Physiologist	Hour	217.00	282.10	347.20	434.00
Allied Health Therapy Assistant	Hour	165.00	214.50	264.00	330.00
Allied Health Services (General)	Hour	218.00	283.40	348.80	436.00
Social Worker	Hour	236.00	306.80	377.60	472.00
Care Management	Hour	150.00	195.00	240.00	300.00
Minor Home Maintenance	Hour	118.00	153.40	188.80	236.00
Transport	Negotiated				


What You Need to Know Going Forward

- You will receive an updated care plan based on the new program.
- Services are tailored to your health, preferences, and goals.
- You will be informed of all fees upfront, with no hidden charges.
- Any changes in needs or services will be reviewed and re-quoted.
- Consumables and products (e.g., gloves, continence aids, equipment parts) will be charged at cost plus 15% to your package.

Need Help?

Our team is here to support you. If you have questions or want help understanding your care plan or pricing, contact us anytime:

 **Office:** 22 Orr Street, Yarrawonga

 **Phone:** (03) 5742 1111

 **Website:** www.mhacare.org.au