

## Diversicare Support at Home Pricing 202526

Service	Unit	6am – 8pm	8pm – 6am	Sat	Sun	Pub Hol	Quals	Included	Excluded
<b>Clinical Services</b>									
<b>Nursing care</b>									
<b>Registered nurse</b>	Hour	\$190	\$198	\$213	\$255	\$287	AHPRA Registered BNurs	Community based nursing care to meet clinical care needs such as: <ul style="list-style-type: none"> <li>○ assessing, treating and monitoring clinical conditions</li> <li>○ administration of medications</li> <li>○ wound care, continence management (clinical) and management of skin integrity</li> <li>○ education</li> </ul> specialist service linkage	Subsidised through other programs: services more appropriately funded through other systems (e.g., health or specialist palliative care)
<b>Registered nurse (Telehealth)</b>	Hour	Quoted Rate				AHPRA Registered BNurs			
<b>Nursing Consumables</b>	Item	At Cost							
<b>Allied health and other therapeutic services</b>									
<b>Allied health therapy assistant</b>	Hour	\$184	\$203	\$240	\$344	\$424	Certificate IV in Allied Health Assistance	Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home.  Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity.  Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.	Subsidised through other programs: <ul style="list-style-type: none"> <li>○ other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan, Mental Health Plan)</li> <li>○ services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine)</li> </ul>
<b>Allied Health Group</b>	Hour	\$55	N/A			Certificate IV in Allied Health Assistance			
<b>Counsellor or Psychotherapist</b>	Hour	Quoted Rate				BA (Psych) or BSc (Psych)			
<b>Counsellor or Psychotherapist (Telehealth)</b>	Hour	Quoted Rate				BA (Psych) or BSc (Psych)			
<b>Dietitian or Nutritionist</b>	Hour	Quoted Rate				BNutrDiet BSc(Nutr)/MDiet			
<b>Dietitian or Nutritionist (Telehealth)</b>	Hour	Quoted Rate				BNutrDiet BSc(Nutr)/MDiet			
<b>Exercise physiologist</b>	Hour	Quoted Rate				BClinExPhys BExPhys			

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<b>Exercise physiologist (Telehealth)</b>	Hour	Quoted Rate						BClinExPhys BExPhys	<p>Interventions can be provided:</p> <ul style="list-style-type: none"> <li>○ in person or via telehealth</li> <li>○ individually or in a group-based format (e.g. clinically supervised group exercise classes).</li> </ul> <p>A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so.</p> <p>Prescribing and follow-up support for Assistive Technology and Home Modifications</p>	<p>dispensing, psychiatry, dental care)</p> <p>management of conditions unrelated to age/disability related decline (e.g., acute mental health)</p>
<b>Occupational therapist</b>	Hour	\$264	\$292	\$345	\$495	\$610	AHPRA Registration BOccTh or MOccTh			
<b>Occupational therapist (Telehealth)</b>	Hour	Quoted Rate						AHPRA Registration BOccTh or MOccTh		
<b>Physiotherapist</b>	Hour	\$264	\$292	\$345	\$495	\$610	AHPRA Registration BPhysio or BPhy			
<b>Physiotherapist (Telehealth)</b>	Hour	Quoted Rate						AHPRA Registration BPhysio or BPhy		
<b>Podiatrist</b>	Hour	Quoted Rate						AHPRA Registration BPod or BPodiatry		
<b>Podiatrist (Telehealth)</b>	Hour	Quoted Rate						AHPRA Registration BPod or BPodiatry		
<b>Psychologist</b>	Hour	Quoted Rate						AHPRA Registration BA (Psych) or BSc (Psych)		
<b>Psychologist (Telehealth)</b>	Hour	Quoted Rate						AHPRA Registration BA (Psych) or BSc (Psych)		
<b>Social worker</b>	Hour	Quoted Rate						BA (Psych) or BSc (Psych)		
<b>Social worker (Telehealth)</b>	Hour	Quoted Rate						BA (Psych) or BSc (Psych)		
<b>Speech pathologist</b>	Hour	Quoted Rate						BSpPath or BSpPath(Hons)		

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Speech pathologist (Telehealth)	Hour	Quoted Rate						BSpPath or BSpPath(Hons)		
Indirect Allied Health Time	Hour	\$184	\$203	\$240	\$344	\$424				
<b>Prescribed Nutrition</b>										
	Item	At Cost							Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.	General expenses: <ul style="list-style-type: none"> <li>Products that are not prescribed for age related needs (e.g., weight loss)</li> </ul>
<b>Care management</b>										
	Hour	\$130	\$137	\$150	\$186	\$214		Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination; monitoring, review and evaluation; advocacy; and support and education).  Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.	Administrative costs funded through prices on services.	
<b>Restorative care management (Clinical)</b>										
	Hour	\$190	\$198	\$213	\$255	\$287	AHPRA Registered BNurs	Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway. Care partners will hold clinical qualifications.	Administrative costs funded through prices on services.	
<b>Independent Living Services</b>										
<b>Personal care</b>										
Assistance with self-care and activities of daily living	Hour	\$120	\$125	\$135	\$164	\$186		Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene).	General expenses: <ul style="list-style-type: none"> <li>professional services that would usually be</li> </ul>	

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Service	Unit	6am – 8pm	8pm – 6am	Sat	Sun	Pub Hol	Quals	Included	Excluded	
<p><b>Assistance with the self-administration of medication</b></p> <p><b>Continence management (non-clinical)</b></p>								<p>Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs).</p> <p>Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids)</p>	<p>paid for (e.g., waxing, hairdressing).</p> <p>Subsidised through other programs: services more appropriately funded through the health system (e.g., pharmaceuticals, dose administration aids).</p>	
<b>Social support and community engagement</b>										
<b>Group</b>	Hour	\$30	N/A						<p>Services that support a person’s need for social connection and participation in community life. Support may include:</p> <ul style="list-style-type: none"> <li>○ service and activity identification and linkage</li> <li>○ assistance to participate in social interactions (in-person or online)</li> <li>○ visiting services, telephone and web-based check-in services</li> <li>○ accompanied activities (e.g., support to attend appointments).</li> </ul> <p>Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, transgender and/or intersex people. Support may include:</p> <ul style="list-style-type: none"> <li>○ assistance to access translating and interpreting services and</li> </ul>	<p>General expenses:</p> <ul style="list-style-type: none"> <li>○ costs to participate in an activity (e.g., tickets, accommodation, membership fees.)</li> <li>○ the purchase of smart devices for the purpose of online engagement</li> <li>○ service fees (e.g., funeral plans, accountant fees).</li> </ul> <p>Subsidised through other programs: the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.</p>
<b>Individual</b>	Hour	\$110	\$115	\$125	\$154	\$176				

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Service	Unit	6am – 8pm	8pm – 6am	Sat	Sun	Pub Hol	Quals	Included	Excluded
								<p>translation of information into the older person's chosen language</p> <ul style="list-style-type: none"> <li>○ referral pathways to advocacy or community organisations</li> <li>○ assistance in attending cultural and community events.</li> </ul> <p>Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g., paying bills online, accessing telehealth services, connecting with digital social programs).</p> <p>Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services</p>	
<b>Therapeutic services for independent living</b>									
<b>Remedial masseuse</b>	Hour	Quoted Rate						<p>Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home.</p> <p>Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.</p> <p>Interventions can be provided:</p>	<p>Subsidised through other programs:</p> <ul style="list-style-type: none"> <li>○ other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan)</li> <li>○ services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine</li> </ul>
<b>Acupuncture</b>	Hour	Quoted Rate							
<b>Chiropractor</b>	Hour	Quoted Rate							
<b>Osteopath</b>	Hour	Quoted Rate							
<b>Diversional Therapist</b>	Hour	Quoted Rate							
<b>Art Therapist</b>	Hour	Quoted Rate							

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Service	Unit	6am – 8pm	8pm – 6am	Sat	Sun	Pub Hol	Quals	Included	Excluded
								<ul style="list-style-type: none"> <li>○ in-person or via telehealth</li> <li>○ individually or in a group-based format (e.g., diversional therapist led recreation program).</li> </ul> <p>A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so.</p> <p>Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline.</p> <p>Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation</p>	<ul style="list-style-type: none"> <li>○ dispensing, psychiatry, dental care)</li> <li>○ management of conditions unrelated to age/disability related decline (e.g., acute mental health)</li> <li>○ services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception).</li> </ul> <p>General expenses:</p> <ul style="list-style-type: none"> <li>○ massage for relaxation costs to participate in recreation programs (e.g., tickets, accommodation, membership fees, supplies to participate like craft materials).</li> </ul>
<b>Respite</b>									
<b>Flexible</b>	Hour	\$110	\$115	\$125	\$154	\$176		Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community.	Subsidised through other programs: <ul style="list-style-type: none"> <li>● residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).</li> </ul>
<b>Centre Based</b>	Hour	\$30	N/A						
<b>Transport</b>									

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Service	Unit	6am – 8pm	8pm – 6am	Sat	Sun	Pub Hol	Quals	Included	Excluded
<b>Access to the Community</b>	Hour	\$110 + \$1.50 per km	\$115 + \$1.50 per km	\$125 + \$1.50 per km	\$154 + \$1.50 per km	\$176 + \$1.50 per km		Group and individual transport assistance to connect an older person with their usual activities.	General expenses: <ul style="list-style-type: none"> <li>○ purchase of an individual's car and an individual's vehicle running costs</li> <li>○ licence costs</li> <li>○ professional transit services (e.g., public transport, flight, ferry)</li> <li>○ claiming transport costs where state-based or local government travel assistance programs are available</li> </ul> travel for holidays.
<b>Social support in the Community</b>	Hour	\$110 + \$1.50 per km	\$115 + \$1.50 per km	\$125 + \$1.50 per km	\$154 + \$1.50 per km	\$176 + \$1.50 per km			
<b>Everyday Living Services</b>									
<b>Domestic assistance</b>									
<b>General house cleaning Laundry services</b>	Hour	\$110	\$115	\$125	\$154	\$176		Essential light cleaning (e.g., mopping, vacuuming, washing dishes).  Launder and iron clothing.  Accompanied or unaccompanied shopping.	General expenses: <ul style="list-style-type: none"> <li>○ professional cleaning services that would usually be paid for (e.g., pest control, carpet cleaning, dry cleaning)</li> <li>○ pet care</li> <li>○ cost of groceries and other purchased items.</li> </ul>
<b>Assistance with shopping accompanied and unaccompanied</b>	Hour	\$110 + \$1.50 per km	\$115 + \$1.50 per km	\$125 + \$1.50 per km	\$154 + \$1.50 per km	\$176 + \$1.50 per km			
<b>Home maintenance and Gardening</b>									
<b>Gardening Assistance with home maintenance</b>	Hour	\$120	\$130	\$148	\$200	\$240		Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access).  Essential minor repairs and maintenance where the activity is something the person used to be able	General expenses: <ul style="list-style-type: none"> <li>○ professional gardening services that would usually be paid for such (e.g., tree removal, landscaping, farm or</li> </ul>
<b>Home Repairs</b>		Quoted Rate							

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<b>Expenses/consumables for home maintenance</b>		At Cost							<p>to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle).</p> <p>Repairs carried out by a professional tradesperson</p> <p>Parts and consumables required to complete repairs</p>	<p>water feature maintenance).</p> <ul style="list-style-type: none"> <li>○ gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost).</li> <li>○ professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair)</li> </ul> <p>services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance).</p>
<b>Meals</b>										
<b>Meal preparation (in-home)</b>	Hour	\$110	\$115	\$125	\$154	\$176		Support to prepare meals in the home.  Pre-prepared meals.	<ul style="list-style-type: none"> <li>○ cost of ingredients</li> <li>○ takeaway food delivery</li> <li>○ meal delivery for other members of the household.</li> </ul>	
<b>Meal and Delivery (external)</b>	Meal	Quoted Rate								

# Additional Pricing Conditions and Information

## Service Duration and Billing

All services are billed with a minimum charge of one hour per visit. Any additional time is rounded up and charged in 15-minute increments

## Fixed-Rate Services

Some specialised services are offered at pre-determined or quoted prices. Your Care Partner will explain these costs and ensure you approve them before any service is provided. Where a quoted rate is listed, and provided by an Associate Provider we will add a 15% administration fee to the Associate Providers Price

## Additional or Specialised Services

If you require a service not listed, or need items like equipment, mobility aids, or home modifications, your Care Partner will guide you through the available options and help you approve any associated costs.

## Engaging a Third-Party Provider

If we arrange a third-party provider for you, we ensure they meet our quality standards. You'll be charged either our standard fixed rate or the third party's quoted price plus 15% administration. If you choose to engage a third-party provider independently, a 10% administration and support fee will apply.

## Care Management Explained

When receiving ongoing aged care support, your Care Partner will assist you in managing your services and budget. Care management helps you access the right services, make informed choices and stay in control of your care. Care Management is included in your overall budget - there are no extra charges for this support

### **This includes:**

- a. Coordinating your services
- b. Ensuring your needs are met
- c. Reviewing and updating your care plan
- d. Supporting changes your needs evolve

## Meals

Where a meal is provided during Social Support Group or Centre Based Respite the cost of the meal is extra and is not included in the hourly rate. All purchases such as tickets and meals during activities and outings are at the cost of the participant.

## Minimum attendance

For Social Support Group, Allied Health Group, and Centre Based Respite is 4 Participants' Diversicare reserves the right to cancel or postpone group services if the minimum participant requirements are not met.

## Cancellations

If you need to cancel a service, talk to your Care Partner as early as possible. Cancellations made less than 2 business days in advance may be charged at the full-service rate including client contributions.

## Home maintenance

The hourly rate for Home Maintenance does not include the cost of consumables such as light bulbs – these will be charged separately

## Lawn and Gardens

The hourly rate for Lawn and Gardens does not include the cost of disposal of green waste – this will be charged separately if required

## Meal Delivery

A meal which includes multiple courses is counted as 1 meal for the purpose of Meal Delivery

**All consumables are charged at cost.**