



## AHHC SAH PRICING SCHEDULE

### A GUIDE TO YOUR SUPPORT AT HOME PACKAGE COSTS

**No Basic Daily Fee. No sign-up fees.  
No exit fees.**

At Allegiance Heart & Home Care, we believe that staying at home shouldn't just be about maintaining independence it should be about living well, with the support you need to thrive in comfort, safety, and dignity.

This guide outlines the fees and inclusions under the new Support at Home (SAH) Program, effective 1 November 2025. Our goal is to ensure you understand how your funding, care management, and service charges work together to deliver flexible, person-centred care.

If you'd like help understanding how these fees and contributions apply to your individual circumstances, our friendly team is always here to assist.

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### CARE MANAGEMENT

Care Management is a core component of every Support at Home package. It ensures your support is coordinated, flexible, and aligned with your assessed needs, goals, and preferences helping you maintain independence, safety, and wellbeing at home.

This includes:

- Conducting your initial and ongoing assessments to identify your care needs and priorities
- Regular reviews of your Support Plan and Service Agreement to ensure your care remains appropriate and responsive
- Coordinating allied health, clinical, and community supports to achieve your goals  
Providing culturally safe and person-centered care that respects your background and choices
- Monitoring risks and outcomes to support your health, safety, and overall wellbeing.

Our commitment to quality care means you'll always have the right support, from the right professionals, at the right time.



## ALLEGIANCE HEART & HOME CARE | SUPPORT AT HOME PRICING SCHEDULE | *Effective NOV 2025*

### HEALTH & WELLBEING SERVICES

At Allegiance, we support your wellbeing holistically. We can connect you with a wide range of allied health professionals including:

- Physiotherapists
- Occupational therapists
- Exercise physiologists
- Podiatrists
- Massage therapists

We also offer wellness-focused services such as mobility programs and tailored exercise support to help you remain active and independent.

### NEED HELP UNDERSTANDING YOUR COSTS?

Our care consultants are here to guide you through every step whether it's understanding your package level, choosing services, or tailoring your plan to suit your lifestyle. At Allegiance Heart & Home Care, your wellbeing is our priority.

### DIRECT CARE RATE PER HOUR

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
Care Support Worker	\$83	\$90	\$106	\$135	\$153



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**DOMESTIC ASSISTANCE RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
Care Support Worker	\$83	\$90	\$106	\$135	\$153

**RESPIRE & SOCIAL SUPPORT RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
Care Support Worker	\$83	\$90	\$106	\$135	\$153

**CLEANING AND HOUSEHOLD TASK RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
Care Support Worker	\$83	\$90	\$106	\$135	\$153



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**LIGHT GARDENING TASK RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–5pm)	Non-Standard Hours Mon–Fri	Saturday	Sunday	Public Holidays
Care Support Worker	\$83	Not Offered after 5pm	\$106	\$135	\$153

**RESPIRE RATE PER HOUR (Active Night)**

Service Type	Weekday	Saturday	Sunday	Public Holidays
Care Support Worker	\$90	\$90	\$90	\$153

**OVERNIGHT RESPIRE RATE PER NIGHT (Inactive/Sleepover Night)**

If woken, time billed at applicable rates (minimum 1 hour)

Service Type	Weekday	Saturday	Sunday	Public Holidays
Care Support Worker	\$270	\$270	\$270	\$270



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**REGISTERED NURSES RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
Registered Nurse	\$140	\$150	\$181	\$190	\$255
Enrolled Nurses	\$120	\$135	\$170	\$180	\$240

**PHYSIOTHERAPIST RATE PER HOUR**

Service Type	Standard Hours Mon–Fri (6am–8pm)	Non-Standard Hours Mon–Fri (8pm – 6am)	Saturday	Sunday	Public Holidays
PHYSIOTHERAPIST	\$180	\$180	\$180	\$180	\$180

**Care Management Charges**

Package Level	Daily Care Management Charge	Notes
Level 1 - 8	10% of total package funding	Charged proportionally to your available package budget. No separate package management fee applies.



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**ALLIED HEALTH & ADDITIONAL SERVICES**

Service	Rate
Allied Health ( OT, Podiatry, etc.)	As per quote / schedule
Equipment & Clinical Supplies	As per quote
External Services not offered by AHHC	Charged at total cost, no margin applied

**PARTICIPANT CONTRIBUTIONS FROM 1<sup>ST</sup> NOV 2025**

Category	Clinical Care	Independence	Everyday Living
Full Pensioner	0%	5%	17.5%
Part Pensioner / CSHC	0%	5–50%	17.5–80%
Self-Funded Retiree	0%	50%	80%

Based on income and asset assessment under the Support at Home Participant Contribution Guidelines (effective 1 November 2025). A lifetime cap of \$130,000 applies.

“Contribution rates are set by the Australian Government Department of Health and Aged Care and determined via income and asset assessment by Services Australia”

**‘NO WORSE OFF PRINCIPLE’**

The ‘no worse off principle’ applies to anyone who was receiving a Home Care Package or approved for a package on 12 September 2024. These participants will make contributions on Support at Home that are the same, or lower, than they did on Home Care Packages Program. This is even if they are re-assessed into a higher Support at Home classification at a later date.

- If you were assessed as not having to pay fees for your Home Care Package as of 12 September 2024, you will never pay fees on Support at Home.
- If you were required to pay fees for your Home Care Package as of 12 September 2024, you will pay the same or less under Support at Home.
- The Home Care Package lifetime cap amount of \$82,018 (indexed) will also remain the same.



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'NO WORSE OFF PRINCIPLE' CONTRIBUTION RATES AGE PENSION STATUS	CLINICAL SUPPORT	INDEPENDENCE	EVERYDAY LIVING
<b>Full pensioner</b>	0%	0%	0%
<b>Part pensioner and eligible for a Commonwealth Seniors Health Card</b>	0%	Between 0% and 25% depending on income	Between 0% and 25% depending on income
<b>Self-funded retiree</b>	0%	25%	25%

**GENERAL CONDITIONS**

Notice Period	Charge
Cancellation More than 24 hours' notice	\$0
Cancellation Less than 24 hours' notice	Full cost of Scheduled Service
Hospital or residential respite leave	\$0 cancellation fee
Minimum Service Duration	2 hours per visit (excluding meals and transport).

**Contact Us**

We're here to help! Feel free to get in touch with our friendly team through any of the following channels:

**Phone:** 0410 299 570

**Email:** [admin@allegiancehearthomecare.com.au](mailto:admin@allegiancehearthomecare.com.au)

**Website:** [www.allegiancehearthomecare.com.au](http://www.allegiancehearthomecare.com.au)

**Address:** 25 Restwell Street, Bankstown NSW 2200 or 233 Castlereagh Street, Sydney 2000

NSW



## ALLEGIANCE HEART & HOME CARE | SUPPORT AT HOME PRICING SCHEDULE | *Effective NOV 2025*

### FREQUENTLY ASKED QUESTIONS

#### 1. What is the “No Worse Off” principle?

The “No Worse Off” principle ensures that if you were receiving a Home Care Package (HCP) or were approved for one as of **12 September 2024**, you won’t pay more under the new Support at Home program.

#### 2. Will I lose any of my current funding or unspent funds?

No. If you had a Home Care Package on 30 June 2025, your current funding level and any unspent funds will carry over to your new Support at Home budget.

#### 3. What happens if I get reassessed and need more support?

If your needs change and you qualify for a higher level of support, you’ll move to a higher classification under Support at Home, but your contribution won’t increase beyond what it would have been under the old system if you’re covered by the No Worse Off principle.

#### 4. I’m a full rate pensioner; will I have to pay towards the cost of my services?

If you were assessed or receiving care prior to the **12th of September 2024**, then no you won’t. If you were assessed after 12th September 2024, then you will be required to contribute to the cost of your services depending on the category of care. See the categories on the left-hand side of the price list.

#### 5. What if I was required to pay an income-tested care fee before?

If you were paying an income-tested care fee under the HCP program, you’ll transition to Support at Home with a discounted contribution. You’ll be notified of the exact amount.

#### 6. Is there a cap on how much I will pay overtime?

Yes. The existing lifetime cap on contributions will still apply for participants covered by the grandfathered arrangements.

#### 7. Is there a minimum service time?

Yes, we have a minimum 2-hour service per visit to ensure we can deliver meaningful and consistent care.

### FINANCIAL HARDSHIP SUPPORT

If you can’t afford to pay your fees or contribute to your care costs, hardship arrangements are available. Financial hardship assistance has not changed. To apply for financial hardship assistance, complete the Aged Care Claim for financial hardship assistance form (SA462). Send this form and evidence to support your claim, including evidence of your expenses for the previous 3 months, to Services Australia, who will assess your application within 28 days. They will let you know in writing of their decision and what assistance you’re eligible for. If they need more information to assess your claim, they will contact you to ask for this. My Aged Care’s financial support and advice webpage has further information to help you plan your finances for aged care.