



Simply Helping	Gippsland South and West		
For the period	01 July 2025	to	31st October 2025
			<i>Please note that a revised Fee Schedule will be published prior to the transition to the Support at Home Program on 1st November 2025.</i>

Pricing Schedule last updated: 1st January 2025

This Pricing Schedule provides information on the prices for common services you can access through a Home Care Package. The costs will be deducted from your overall package budget.

Services delivered as part of your Care Plan are GST-free.

Home Care Package Amounts (as of 1st July 2025)				
Service Type:	Level 1	Level 2	Level 3	Level 4
Package Funding – Annual <i>approximate calculation from daily rate</i>	\$10,931.75	\$19,224.55	\$41,847.25	\$63,440.65
Package Funding – Fortnight <i>approximate calculation from daily rate</i>	\$419.30	\$737.38	\$1,605.10	\$2,433.34
Daily Fee	Nil	Nil	Nil	Nil

Please note:-

- You may be required to make a contribution to the cost of your care by paying an Australian Government *Income Tested Care Fee*.
- Further information about your contributions is available at www.myagedcare.gov.au.

Fortnightly Fees

Care Management Fees¹				
Service Type:	Level 1	Level 2	Level 3	Level 4
Fully-Supported – by us (approximate hours)	\$58.70 (0.5)	\$103.23 (1.0)	\$224.71 (2.0)	\$340.67 (3.0)
In partnership with you (approximate hours)	\$29.35 (0.3)	\$51.62 (0.5)	\$112.36 (1.0)	\$170.33 (1.5)
Package Management Fees¹				
Fully-Managed – by us	\$58.70	\$103.23	\$224.71	\$340.67
Combined Fees				
Fully-Supported – by us	\$117.40	\$206.47	\$449.43	\$681.34
In partnership with you	\$88.05	\$154.85	\$337.07	\$511.00

¹ For a description of these fees please refer to the last table in this document.

Common Services

Service	Examples
Personal Care	Assistance with: bathing, showering, toileting, dressing/undressing, getting in and out of bed, washing and drying hair, shaving, meal preparation, and reminding you to take your medication.
Nursing	Wound care and management; medication administration such as assisting you to take medication; general health and other assessments; certain medical tests including blood pressure; support with dementia. This does not include the price for supplies such as bandages, dressings and continence aids, where required.
Home Care	Help with making beds, ironing, laundry, dusting, vacuuming and mopping.
Light Gardening	Light weeding, watering, light pruning, lawn mowing and minor garden maintenance.
In-home Respite	A care worker supporting you in your home for a short period of time, for example when your carer is away or unavailable.

Hourly Rates – minimum of two hours charged except for Monday-Friday (6am-8pm)							
<i>Where a service ends within an evening or night rate, the higher service rate will be applied for the full shift.</i>							
Service Type:	Delivered By	Monday to Friday (6am – 8pm)	Monday to Friday (under 2 hours)	Out-of-hours (8pm – 6am)	Saturday	Sunday	Public Holiday
Personal Care	<i>Our own staff</i>	\$99.50	\$169.00*	\$144.50	\$151.50	\$199.00	\$242.50
Nursing	<i>Subcontractor</i>	<i>In accordance with the current fee schedule of the selected provider, to be agreed with you prior to arrangement of service.</i>					
Home Care Cleaning & Household Tasks	<i>Our own staff</i>	\$99.50	\$169.00*	\$144.50	\$151.50	\$199.00	\$242.50
Light Gardening	<i>Subcontractor</i>	<i>In accordance with the current fee schedule of the selected provider, to be agreed with you prior to arrangement of service.</i>					
In-home Respite	<i>Our own staff</i>	\$99.50	\$169.00*	\$144.50	\$151.50	\$199.00	\$242.50

* *flat rate (not hourly rate)*

Sleepover Service (10pm – 6am) Rates				
Sleepover Type:	Monday to Thursday Nights	Friday and Saturday Nights	Sunday Nights	Public Holiday ¹ Nights
8 hours (10pm – 6am) <i>including up to 2 hours of active care</i>	\$648.00	\$826.50	\$1,085.50	\$1,321.00
Active Sleepover	Active hours (in excess of 2 hours) will be charged at the corresponding rate: out-of hours, Sunday or Public Holiday.			

24-hour Care Service Rates				
Sleepover Type:	Monday to Thursday Nights	Friday Nights	Saturday & Sunday Nights	Public Holiday ¹ Nights
24-hour care <i>including up to 8 hours of active care</i>	\$1,256.00	\$1,661.50	\$2,183.50	\$2,656.50
Where active care exceeds 8 hours	Active hours that exceed 8 hours will be charged at the appropriate hourly rate (please refer to the <i>Hourly Rates</i> table).			

¹ *Where any hour of service falls on a Public Holiday.*

Other Costs				
Service Type:	HCP Level 1	HCP Level 2	HCP Level 3	HCP Level 4
Transport	\$1.70 per kilometre <i>(Use of support worker's vehicle for transport, shopping, errands etc.)</i>			
Staff travel costs to visit you	Nil			
Separate cost when you want to receive services from a different provider	<i>Other providers may be used at your request. Such services are charged to you at the agreed rates of those providers. We do not make any surcharge.</i>			

Other Service Rates	
Professional Services	For example: Psychology, Counselling, Allied Health Professionals (e.g. physiotherapists, occupational therapists, podiatrists). Immediate referrals to qualified professionals. <i>Charged to you at the agreed rates of those providers. We do not make any surcharge.</i>
Assistive Technology	Your Case Manager will assist you to find the best product and value for your plan. We do not make a surcharge for product purchases.
Home Maintenance	This type of work is performed by subcontractors. We will locate a reliable provider and secure a quote for your approval.
Other services	Should you require services not listed above, your Case Manager will assist in finding the best options for you and obtain a quote. We do not make a surcharge where other providers are used for services.

Service Descriptions	
Care Management <i>Fully supported by us</i>	Care Management services include:- <ul style="list-style-type: none"> • admission process, contacts, monitoring of progress, assessments and referrals; • reviewing the Home Care Agreement and Care Plan; • coordination and scheduling of services; • ensuring the care is aligned with other supports; • providing a point-of-contact for you and/or your support network; • ensuring care is culturally appropriate; • identifying and addressing risks to your safety. Your Case Manager will maintain regular contact with you, establish your needs and wants, develop a care plan with your full participation and coordinate delivery of your services. We will work proactively to achieve your goals and maintain your safety and wellbeing. Please note: <i>Every Home Care Package, including those being self-managed, will require some level of care management, e.g. annual review of your home care agreement and care plan.</i>
Care Management <i>In partnership with you</i>	Care management is a shared responsibility between you and Simply Helping. Our lower cost Partnership Care Management option enables you to self-manage some components of your Home Care Package. We work in partnership with you to determine what you'd like to self-manage and the type of support you'd like from us. You might wish to:- <ul style="list-style-type: none"> • manage your own budget; • make your own referrals for services; • generally have more control over the coordination of your package. We will have a shared responsibility in ensuring you feel supported, yet able to maintain your independence. This is a truly personalised option and allows a greater proportion of your budget to be spent on services.

Service Descriptions	
Package Management	Package Management services include:- <ul style="list-style-type: none"> • reconciliation and payment of invoices; • preparation of monthly statements; • managing your package funds; • compliance and quality assurance activities. These fees apply to packages managed by us and to packages jointly-managed by you and us.

Notes

This document lists all services available to HCP Program consumers and constitutes our Full Price List.

Cancellation Policy

In case of a cancellation, we require a minimum notice period of at least 24 hours prior to the commencement of a scheduled shift being delivered. Notification that is less than above, will attract the full cost of the scheduled shift as the cancellation fee.

Office Hours and Contacts

Weekdays: 8.30am to 6:30pm

Phone: 03 9799 4676

Email: swgcasemanager@simplyhelping.com.au

If you require further information regarding our services, please do not hesitate to call our office.

Our Mission

Our mission at Simply Helping is to add value, meaning and dignity to the lives of others when providing individual flexible care and support in an environment of safety and trust.

Our Values

I NTegrity	
C ONNECTION	
A CCOUNTABILITY	
R ESPECT	
E XCELLENCE	



Fred Hollows Foundation

Simply Helping is delighted to officially partner with The Fred Hollows Foundation. We believe in giving back to our community and helping Aboriginal and Torres Strait Islander peoples in gaining equal access to eye health care and treatment.