

Gratitude Home Care

Support at Home — New Fee Schedule (Summary) · Effective 1 July 2026

One all-inclusive rate per service — no loading, platform, operational or package-management fees. **Utilisation Savers reward higher plan use: the more of your budget you use, the lower your hourly rate.**

Standard	Saver	Maximiser
Under 60% of plan — default rate	60–90% of plan — about 6.5% off	90%+ of plan — about 12.5% off

Service	Standard	Saver	Maximiser	Co-pay*
Independence services — client pays 5%				
Personal care / self-care & medication help	\$125	\$115	\$105	5% → \$0 (1 Oct 2026)
Social support (individual) & respite	\$125	\$115	\$105	5%
Social support (group)	\$125	\$115	\$105	5%
Allied health assistance (non-clinical)	\$125	\$115	\$105	5%
Help to maintain personal affairs	\$125	\$115	\$105	5%
Everyday living services — client pays 17.5%				
House cleaning, laundry & shopping (per hr)	\$125	\$115	\$105	17.5%
Gardening (per hr)	\$125	\$115	\$105	17.5%
Home maintenance & repairs (per hr)	\$125	\$115	\$105	17.5%
Meal preparation (per hr)	\$125	\$115	\$105	17.5%
Meal delivery (per meal)	\$35	\$33	\$31	17.5%
Transport — direct & indirect (per trip)	\$72	\$67	\$63	17.5%

Clinical & care management (flat rate)	Rate	Co-pay*
Registered Nurse — clinical care	\$185	\$0 (govt-funded)
Enrolled Nurse — clinical care	\$150	\$0
Nursing Assistant — clinical care	\$135	\$0
Physiotherapy	\$208	\$0
Occupational Therapy	\$218	\$0
Podiatry / other allied health	\$205–235	\$0
Care management	\$140	capped at 10% of budget

Key points: *Co-pay = full-pension client share; government subsidy pays the rest up to your assessed budget. Clinical care is \$0; from 1 Oct 2026 personal care also moves to \$0. Standard is the published cap — Saver/Maximiser are automatic discounts off it, set on rolling 3-month utilisation and reviewed quarterly. Care management is \$140/hr capped at 10% of budget. Afterhours/weekend/public-holiday surcharges apply per the SCHADS Award (see full Terms & Conditions). All prices GST-free and within Support at Home price caps.

Terms and Conditions

- 1. Service Agreement Alignment** — All prices published here are indicative. Final fees and charges are confirmed in each participant's Service Agreement and must align with their care plan and budget.
- 2. Cancellation Policy** — Where a scheduled service is cancelled with less than 24 hours' notice, Gratitude Home Care reserves the right to charge up to 100% of the service fee, in line with the Support at Home Program Rules and the terms of your Service Agreement.
- 3. Third-Party Providers** — When participants choose to engage their own associated provider, Gratitude Home Care applies a 10% administration fee per invoice.
- 4. Price Changes for Third-Party Providers** — When participants engage their own provider, any price increases from that provider are passed on at cost. Participants are notified as increases occur and the updated price appears in their monthly statement.
- 5. Price Review** — Prices are reviewed regularly to reflect changes in operational costs, including wage awards, indexation, government funding updates, insurance, compliance requirements and business overheads. Participants are notified in writing at least 14 days before any price change takes effect. All changes are updated in My Aged Care and in the participant's Service Agreement, and prices may also be updated in line with Government indexation of Support at Home funding.
- 6. Excluded Costs** — Support at Home funds can only be used for items and services on the official Support at Home Service List. Items outside this list cannot be claimed or reimbursed. Funds cannot be used for excluded costs under the Aged Care Act 2024 (for example: rent, mortgage payments, entertainment, alcohol, utilities or general household bills).
- 7. Monthly Statements** — All services, including any administration or handling fees, are itemised in the participant's monthly statement for transparency.
- 8. Variation of Services** — Changes to your services (type, frequency or duration) are discussed with you and updated in your Service Agreement before taking effect.
- 9. Provider Discretion on Service Provision** — Gratitude Home Care reserves the right to refuse or discontinue services that are unsafe, outside the scope of the Support at Home Service List, or where compliance requirements cannot be met.
- 10. Complex Care Pricing** — The prices in this schedule apply to standard services. Where a participant requires complex care (for example, high clinical needs, specialised equipment, behavioural support, or additional staffing), higher prices may apply. Complex care pricing is published in your Support at Home Agreement and confirmed with you before services are delivered.
- 11. Weekend & Public Holiday Charges** — Services delivered on Saturdays, Sundays or Public Holidays are charged at higher rates in line with applicable industrial awards (e.g. SCHADS Award, Nurses Award). The applicable rate is confirmed in your Service Agreement and itemised in your monthly statement.
- 12. Public Holiday Rescheduling** — If a service falls on a Public Holiday it will proceed as rostered unless you notify Gratitude Home Care in advance that you would like to reschedule. Where no notice is given, the scheduled service is charged at the applicable Public Holiday rate.
- 13. Penalty Rates & Surcharges (non-clinical)** — the following surcharges apply in line with the SCHADS Award. Where a shift continues into a penalty period (e.g. past 8pm), the entire shift is charged at the higher rate: Afterhours (Mon–Fri, 8pm–6am) +15%; Saturday +40%; Sunday +80%; Public Holidays +120%.
- 14. Third-Party Invoice Processing (Self-Managed)** — Self-managed clients who engage their own third-party providers are charged a 10% invoice-processing fee on each third-party invoice, covering supplier checks, compliance and processing of each invoice.

All prices are GST-free where applicable.

Important Information

***Your co-payment:** the share a full-pension client contributes; the government subsidy pays the rest, up to your assessed budget. Clinical care is \$0. From 1 October 2026, personal care also moves to \$0 client co-payment.

No hidden fees: no platform, operational, package-management or invoice-handling fees. The hourly rate is all-inclusive.

Price caps: all rates are published, GST-free, and sit within the Support at Home price caps effective 1 July 2026.