

Prices as at 1st November 2025

In-Home and Community Care

Client Contribution Category: **Independence**

Personal Care	A helping hand with things like showering, dressing, or moving around, so you can feel comfortable and confident each day.
Help with Medication	Gentle reminders or support to take your medicines safely
Social Support (One-on-One or Groups)	Enjoy company, conversation, and activities that help you stay connected. Hourly rate includes kilometres travelled during service.
Accompanied Activities	Someone to go with you to appointments, such as the doctors, so you feel supported. Hourly rate includes kilometres travelled during service.
Assistance to Maintain Personal Affairs	Support with everyday paperwork, bills, or letters, so it's less stressful to stay on top of things.
Check Ins	A friendly visit to see how you're going and give peace of mind.
In Home Respite	A trusted support person to spend time with you at home during the day, giving your carer a well-deserved break.

	Weekday Day 6am to 8pm	Weekday Evening 8pm to 6am	Saturday	Sunday	Public Holiday
30 Minutes	\$97 per visit	\$105 per visit	\$122 per visit	\$135 per visit	\$148 per visit
60 Minutes	\$145 per hour	\$156 per hour	\$183 per hour	\$201 per hour	\$220 per hour

Client Contribution Category: **Everyday Living**

House Cleaning	Help with the regular cleaning to keep your home safe, tidy, and comfortable.
Laundry Services	Help with laundry in your home.
Shopping Assistance	Support with your groceries, whether that's going to the shops together or having someone shop for you. Hourly rate includes kilometres travelled during service.
Meal Preparation	Help with planning, preparing, and cooking meals you enjoy.
Home Maintenance	Assistance with small repairs and upkeep around the house, to keep things safe and in good working order.

	Weekday Day 6am to 8pm	Weekday Evening 8pm to 6am	Saturday	Sunday	Public Holiday
30 Minutes	\$93 per visit	\$100 per visit	\$116 per visit	\$127 per visit	\$138 per visit
60 Minutes	\$139 per hour	\$149 per hour	\$173 per hour	\$189 per hour	\$206 per hour

Please Note: these are our standard prices for services delivered within the City of Port Lincoln council area. If you request a service to be delivered outside of the City of Port Lincoln council area then an agreed amount will be applied.

Prices as at 1st November 2025

Transport

Client Contribution Category: Independence

Transport is charged as a simple unit price and is based on the number of kilometers travelled for the transport. Please note that these rates are for transport only, if you require a carer to stay with you such as to attend an appointment, this is charged at the relevant service hourly rate i.e. Shopping Assistance, Accompanied Activities, Social Support etc.

Please note that these rates are currently subsidised under the Thin Markets Grant.

	Weekday	Weekday Evening	Saturday	Sunday	Public Holiday	Anticipated Timeframe
1 to 15 kms	\$45 per trip	\$50 per trip	\$62 per trip	\$70 per trip	\$79 per trip	Up to 15 minutes
16 to 30 kms	\$69 per trip	\$79 per trip	\$104 per trip	\$121 per trip	\$138 per trip	Up to 30 minutes
31 to 50 kms	\$104 per trip	\$119 per trip	\$155 per trip	\$181 per trip	\$207 per trip	Up to 45 minutes
51 to 75 kms	\$138 per trip	\$159 per trip	\$207 per trip	\$242 per trip	\$276 per trip	Up to 60 minutes
Over 76 kms	By agreement only					

Indirect Transport

Client Contribution Category: Independence

Any indirect transport that is provided through Cab Charges will be charged at the cost amount plus the additional 10% administration fee.

Gardening and Home Maintenance

Client Contribution Category: Everyday Living

Matthew Flinders Care Services currently uses brokerage or subcontracting arrangements to provide gardening services and some home maintenance services. If you have a preferred gardener or handyman we can work with you and them to ensure that they meet Support at Home Associated Provider requirements. Once approved you will liaise with your chosen gardener to arrange services.

These services will be charged to your package based on the cost charged by the brokered gardener or handyman plus the 10% administration fee.

Prices as at 1st November 2025

Nursing Care

Client Contribution Category: **Clinical**

Service	Delivered By
Assessments	Enrolled and Registered Nurses depending on assessment
Health Monitoring	EN or Nursing Assistant
Wound Care Assessment	Registered Nurse
Wound Care	Registered Nurse or Enrolled Nurse under delegation
Medication Administration	Registered Nurse or Enrolled Nurse, or Nursing Assistant under delegation
Clinical Education	Registered Nurse
Continence Management	Registered Nurse
Continence Care	Enrolled Nurse or Nursing Assistant
Skin Integrity Management	Registered Nurse

	Weekday 6am to 8pm Weekday Day-Time		Weekday 8pm to 6am Weekday Evening- Time	Saturday	Sunday	Public Holiday
	30 Minutes	60 Minutes				
Nursing Assistant	\$101 per visit	\$150 per hour	\$162 per hour*	\$189 per hour*	\$209 per hour*	\$229 per hour*
Enrolled Nurse	\$114 per visit	\$170 per hour	\$181 per hour*	\$214 per hour*	\$259 per hour*	\$304 per hour*
Registered Nurse	\$149 per visit	\$222 per hour	\$240 per hour*	\$284 per hour*	\$316 per hour*	\$347 per hour*

Prices as at 1st November 2025

Allied Health Services

Client Contribution Category: **Clinical**

Client Contribution Category: **Independence**

Matthew Flinders Care Services currently uses brokerage or subcontracting arrangements to provide Allied Health services such as Physiotherapy, Occupational Therapy and Podiatry.

If you have a preferred Allied Health Clinician we can work with you and them to ensure that they meet Support at Home Associated Provider requirements.

Once approved you will liaise with your chosen Allied Health Clinician to arrange services.

These services will be charged to your package based on the cost charged by the clinician plus the 10% administration fee.

Home Modifications and Assistive Technology

Client Contribution Category: **Independence**

Matthew Flinders Care Services currently uses brokerage or subcontracting arrangements to provide approved Home Modifications and Assistive Technology.

These services will be charged to your package based on the cost charged by the approved provider plus the 10% administration fee capped at \$500.

Prices as at 1st November 2025

Care Management

Client Contribution Category: **Clinical**

All Support at Home clients are provided with a Care Partner to provide Care Management Services. Care Management includes:

- Care Planning
- Service Planning and Management
- Monitoring, review and evaluation
- Support and Education

Care Management will be delivered either by a Care Partner or a Clinical Care Partner. A **Care Partner** helps you plan, coordinate, and manage your everyday care and services, while a **Clinical Care Partner** is a qualified health professional who supports you when your health needs are more complex.

Your Care Partner may also refer you to a Clinical Care Partner for short-term care planning around specific clinical needs, ensuring your care remains safe, coordinated, and tailored to your goals.

Care Management is charged in 15 minutes increments and is charged to the 10% set side from your ongoing Support at Home budget with a minimum of monthly contact.

A Clinical Care Partner will typically be allocated to someone who receives a Level 3 or 4 Home Care Package or Classification 4 and above Support at Home Package.

Rates

Service	Delivered By	Rate
<i>Care Management</i>	Care Partner	\$141 per hour
<i>Clinical Care Management</i>	Clinical Care Partner	\$156 per hour

Prices as at 1st November 2025

Day Centre

Client Contribution Category: **Independence**

<u>Group Social</u>	Held at our centre, Day Centre Group Social is perfect for people who are mostly independent and enjoy company and activities. Staff are on hand with light support and guidance while you spend time connecting, sharing meals and having fun.
<u>Centre Based Respite</u>	Also based at our Centre, this option is designed for people who need more hands-on help during the day. Friendly staff provide closer support with daily needs, gentle reminders and personal assistance so you can join in activities or simply relax knowing everything is being taken care of.

Attendance at the Day Centre includes morning and/or afternoon tea, a 3-course meal for lunch daily activities and planned outings.

	Support at Home		Commonwealth Home Support Program (CHSP)	
	Mon – Fri 3 hours - half day	Mon – Fri 4.5 hours - full day	Mon – Fri (half day)	Mon – Fri (full day)
Day Centre – Group Social	\$20 per hour	\$26.67 per hour	\$10 per half day	\$15 per day
Day Centre – Centre Based Respite – Coming Soon	Coming Soon	Coming Soon	Not Applicable	
Day Centre – Lunch Only	Not Applicable		\$5 per session	
Transport - Group	\$10 per trip		\$5 per trip	
Transport – Individual	Individual Transport can be arranged and charged at the applicable Transport rate		Not Applicable	
Podiatry	Refer to Allied Health Services		\$10 per appointment	
Chiropractor	Refer to Allied Health Services		Coming Soon	
Steady Moves (Physio)	Not Applicable		Free	
Physio - Individual	Refer to Allied Health Services		Coming Soon	

Prices as at 1st November 2025

***Notes on how service and visit charges work**

- Sometimes, your visit may include a few different services. We are now required to separate out the different types of services delivered to the Department of Health and Ageing when we submit our monthly claim so are required to have them separated on your statement. We'll make sure to charge based on what was actually provided and the duration of the visit with a minimum of 15 minutes for each service. For example:
 - You may request for an hour visit once a week to receive help with personal care for half the time and also some laundry for the hour half. We will charge 30 minutes of Personal Care at the applicable hourly rate and 30 minutes of Laundry Services at the hourly rate.
 - You may request a 30 minute visit that includes Personal Care and Medication Assistance. We would charge 15 minutes of Personal Care at a half of the 30 minute visit rate and 15 minutes of Medication Assistance at half of the 30 minute visit rate.
- We have a 30-minute minimum engagement for visits, and after that, we charge in 15-minute increments based on the hourly rates listed above.
- There is a 60 minute minimum engagement for nursing services provided Weekday Evenings, Saturday, Sunday and Public Holiday with the exception for Medication Administration provided by a Nursing Assistant. Nursing Assistant may provide a 15 minute Medication Administration service where it is joined to another service in one visit.
- A 45 minute service will be charged at the 80% of the hourly rate.
- If your service starts before 6am, we'll apply the evening rate for the whole visit for the duration of the service.
- If your service goes past 8pm, the evening rate will apply from the start time of the service.
- Wound care hourly rate includes standard wound care consumables. Non-standard consumables may be charged where required.
- Evening, weekend and public holiday nursing services are by agreement only and may not be available.
- Group socials are charged at 50% of the applicable hourly rate.
- We will review our prices regularly and will provide 14 days written notice of any changes to our prices and consult with you regarding the change.

Cancellation Fees

Cancellation Type	Timeframe	Rate
<i>Cancellation</i>	Between 24 – 48 hours	50% service rate
<i>Late Cancellation</i>	Less than 24 hours	100% service rate
<i>No Show</i>		100% service rate

Prices as at 1st November 2025

Support at Home Services & Client Contributions

Support at Home services are categorised into three groups with different Client Contributions required for the different groups:

Clinical Supports	Independence	Everyday Living
Nursing Care Allied Health and other Therapeutic Services Nutrition Care Management Restorative Care Management	Personal Care Social Support and Community Engagement (includes Day Centre) Therapeutic Services for Independent Living i.e. Art Therapy In Home or Community Respite Transport	General House Cleaning Shopping Assistance Laundry Home Maintenance and Repairs Meals

Client Contribution

Client contributions are a requirement of the Support at Home program depending on when you were approved into either the Home Care Program or Support at Home Program.

Client Type	Joined Home Care	Currently Pays Fees	Contribution Rates
Grandfathered	Pre 12 th September 2024	No	No Client Contributions
Grandfathered	Pre 12 th September 2024	Yes	Transitional Client Contribution Rates however no more than the Income Tested Fee currently paid
Transitional	Between 13 th September and 31 st October 2025	No	Transitional Client Contribution Rates
Transitional	Between 13 th September and 31 st October 2025	Yes	Transitional Client Contribution Rates
New	From 1 st November 2025		Standard Client Contribution Rates

Prices as at 1st November 2025

Transitional Client Contribution Rates

	Clinical Supports	Independence	Everyday Living
Full Pensioner	0%	0%	0%
Part Pensioner	0%	0% - 25%	0% - 25%
Self Funded Retiree with Seniors Health Card	0%	0% - 25%	0% - 25%
Self Funded Retiree	0%	25%	25%

Standard Client Contribution Rates

	Clinical Supports	Independence	Everyday Living
Full Pensioner	0%	5%	17.5%
Part Pensioner	0%	5% - 50%	17.5% - 80%
Self Funded Retiree with Seniors Health Card	0%	5% - 50%	17.5% - 80%
Self Funded Retiree	0%	50%	80%