

Clinical Services

Allied Health and Other Therapeutic Services

Service Type	Initial	Subsequent
Physiotherapist Speech Pathologist ¹ excludes report writing costs ² incurs travel costs for home-visits	\$200 per hour	\$190 per hour
Other Charges	Standard costs	
¹ General Report Writing *prices may differ for comprehensive reports	\$100	
² Travel for Home Visits *price is set on a maximum travel range of 50km	\$30 to \$90	

Care and Support Services

Service Type	Standard Monday to Friday
Care Partner - Care management What's included: Care planning, Service Coordination, Monitoring and Reviewing, Quarterly Budgeting/ Financial Oversight, Support, Guidance and Advocacy. Fee basis: Services Australia allows KA Aged Care to use 10% of your Support at Home Budget to cover these care management services.	\$140 per hour

Clinical Services

Nursing Care

Service Type	Standard 6AM to 8PM	Evening 8PM to 6AM	Saturday All Day	Sunday All Day	Public Holiday
Registered Nurse Nursing Care	\$160 per hour	\$170 per hour	\$200 per hour	\$260 per hour	\$300 per hour
Enrolled Nurse	\$135 per hour	\$145 per hour	\$170 per hour	\$220 per hour	\$260 per hour
Nursing Assistant	\$110 per hour	\$120 per hour	\$140 per hour	\$180 per hour	\$220 per hour

Wound care, compression bandaging, stoma therapy, diabetes care and others.

¹ includes nursing consumable supplies such as wound dressings, disinfectants.

² the price includes nurse travel of up to 20 KM. For longer nurse travel required we will supply a quote.

Third-Party Services (Clinical Services)

Other Charges

Third Party Overhead (TPO)

For services we coordinate and connect you with, a cost-recovery fee to cover internal administrative costs involved for using external providers - procurement, safety, compliance & risk checks, payment handling, reporting & governance, and financial system overheads.

Standard

20%

Everyday Services

Care and Support Services

Service Type	Standard 6AM to 8PM	Evening 8PM to 6AM	Saturday All Day	Sunday All Day	Public Holiday
Domestic Assistance Practical in-home assistance with cleaning, laundry, household chores and tidying, shopping assistance, supporting safety, hygiene and independence.	\$100 per hour	\$110 per hour	\$120 per hour	\$145 per hour	\$180 per hour
Home Maintenance Minor repairs, lawn maintenance, safety checks and ongoing basic upkeep to maintain a safe, accessible home.	\$100 per hour	\$110 per hour	\$120 per hour	\$145 per hour	\$180 per hour
Meal Preparation Assistance Planning, preparing and cooking meals at home, including safe food handling, portioning and tidy-up, support nutrition, independence and preferences.	\$100 per hour	\$110 per hour	\$120 per hour	\$145 per hour	\$180 per hour

Independence Services

Care and Support Services

Changes to Transport Services

Under the **updated Support at Home pricing arrangements**, transport is no longer billed per kilometre and added as an additional cost to a service. Instead, it is charged as an inclusive service that **covers the driver's time, use of the vehicle, and associated travel costs**. This approach provides greater transparency and ensures that the total cost of transport reflects both the time spent and the resources required to deliver safe, reliable transport for our clients. For travel distances **above 30 kilometres per trip, please contact our loving care partners for a quote** before a service can be **approved**.

A **trip** is defined as **one-way** - for example, travel from the client's home to an appointment (or vice versa). A return journey is counted as **two separate trips**.

Transport Services	1 to 5 KM	5 to 10 KM	10 to 15 KM	15 to 30KM
Transport Monday - Friday Direct Transport services, Driver and Car provided.	\$40 per trip	\$50 per trip	\$60 per trip	\$100 per trip
Transport Weekend Direct Transport services, Driver and Car provided on Saturday and Sunday .	\$60 per trip	\$75 per trip	\$90 per trip	\$140 per trip
Transport Public Holiday Direct Transport services, Driver and Car provided on state recognised Public Holidays .	\$80 per trip	\$95 per trip	\$110 per trip	\$160 per trip

* For travel more than 30KM we will issue a quote before the service commences.

Independence Services

Care and Support Services

Service Type	Standard 6AM to 8PM	Evening 8PM to 6AM	Saturday All Day	Sunday All Day	Public Holiday
Personal Care Typical supports include assistance with showering or bathing, dressing, grooming, toileting and continence care, mobility and transfers, assisted feeding, prompting with self-administration of medication.	\$100 per hour	\$110 per hour	\$120 per hour	\$145 per hour	\$180 per hour
Social Support and Community Engagement Helping you stay connected and active. We can visit for companionship, assist with appointments, support hobbies and social groups, and help you get to community activities.	\$95 per hour	\$105 per hour	\$115 per hour	\$140 per hour	\$175 per hour

Third Party Care and Support Services (Independence & Everyday)

Other Charges

Third Party Overhead (TPO)

For services we coordinate and connect you with, a cost-recovery fee to cover internal administrative costs involved for using external providers - procurement, safety, compliance & risk checks, payment handling, reporting & governance, and financial system overheads.

Standard

20%

Support at Home - Further Information

Support At Home - Changes to Care Management Fees

Services Australia will be allocating **10%** of your quarterly budget to **KA Aged Care** to collect **Care Management fees**.

This is to provide - an allocated care partner, care planning, plan review, provider liaison, budgeting, compliance, reporting, and issue resolution - spread across participants to recover administrative costs.

Below is a **fortnight** snapshot of how many hours you can receive through the **Support at Home Program** based on our **max standard rate of \$100 per hour for care and support services**.

What you can receive	Level 1	Level 2	Level 3	Level 4
<p>Based on our maximum standard hourly rate of \$100 per hour for care and support services (Monday to Friday), this is the number of care hours you can enjoy from our compassionate care workers each week.</p> <p>Please note that the exact hours might vary depending on the type of services, rates, and any updates to Government subsidy.</p>	<p>3.79 hours per fortnight</p>	<p>6.67 hours per fortnight</p>	<p>14.52 hours per fortnight</p>	<p>22.01 hours per fortnight</p>

Assisted Technology & Home Modifications (AT-HM)

Assistive Technology

As per the quoted product price, up to **10%** of the cost of the product or **\$500, whichever is lower** will be applied as an **admin cost-recovery fee**.

Home Modification

As per the quoted service price, up to **15%** of the cost of the service or **\$1500, whichever is lower** will be applied as an **admin cost-recovery fee**.

Self-Managed Third Party Service Arrangements

Customer Organised Service Third Party Overhead (TPO)

For services arranged without the support of our care partner, as per the Support at Home guidelines, we will charge **10% of the service cost** for an **admin cost-recovery fee**.

Service Arrangements & Policies

Minimum Service Duration	The minimum service duration is 2 hours . Service charges will be charged at 15-minute increments
Late Cancellations (Less than 48-hour Notice Period)	A 1-hour service fee at the applicable service rate will apply unless otherwise stated.
Same-Day Cancellations or No Shows	A 2-hour service fee at the applicable service rate will apply unless otherwise advised.
Home-visit Allied Health Therapy Services (Third Party)	May incur a travelling fee subject to the Third Party Therapist.
Reimbursements	If you plan to pay upfront and request reimbursement, please contact our Care Partners first . We may not be able to reimburse costs that do not meet Support at Home eligibility requirements.
Head Office Operating Hours	9am to 5pm, Monday to Friday (excluding Public Holidays).
Looking for Flexibility?	Speak to our Care Partners , we are here to support your transition to the Support at Home Program .

Do you have questions about fees and charges? Call us on **02 9642 2161** to find out more.

This information is correct at the time of printing and valid from 1 November 2025.
Prices are reviewed regularly and are subject to change.
All prices listed exclude GST.

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