



# Support at Home Fee Schedule

CASS Care has been caring for Australians over 65 years old and is recognised as an approved service provider of aged care. We specialise in supporting people with complex care needs and dementia to remain living independently in their own homes. Support At Home pricing information is to give you information that is transparent, understandable, and allows you to exercise your choice in receiving services.

## Care Management

Care management is a set of activities that contribute to the overall safety, wellbeing, health and quality of life of an older person. Each participant who receives ongoing services will have 10% deducted from their quarterly budget for care management.

Care management involves initial and ongoing:

- understanding of rights and obligations and the establishment and review of service agreements
- care planning
- service planning and management
- development, review and evaluation of a participant's care plan and quarterly budget
- monitoring of services provided
- provision of information and education about the participant's care and services
- support to connect to health and other services when needed
- assistance to request a Support Plan Review, if needed.

## 1.1 Clinical Supports – Nursing Care (Per Hour)

| Service Type          | Monday to Friday<br>8am-6pm | Monday to Friday<br>6pm-8am | Saturday     | Sunday       | Public<br>holiday | Overnight<br>services |
|-----------------------|-----------------------------|-----------------------------|--------------|--------------|-------------------|-----------------------|
| Registered Nurse      | <b>\$179</b>                | <b>\$210</b>                | <b>\$242</b> | <b>\$286</b> | <b>\$336</b>      | By<br>Quotation       |
| Tele-Nursing Services | <b>\$143</b>                | <b>\$168</b>                | <b>\$193</b> | <b>\$243</b> | <b>\$269</b>      | NA                    |

Everyday nursing consumables, e.g., bandages and antiseptics, are included.

## 1.2 Clinical Supports – Allied Health and Other Therapeutic Services

| Service Type                | Monday to Friday 9am-5pm | Unit Per Standard Service |
|-----------------------------|--------------------------|---------------------------|
| Dietitian                   | <b>\$165</b>             | Per Hour                  |
| Exercise Physiologist       | <b>\$165</b>             | Per Hour                  |
| Occupational Therapist      | <b>\$190</b>             | Per Hour                  |
| Physiotherapist             | <b>\$189</b>             | Per Hour                  |
| Podiatrist                  | <b>\$165</b>             | Per Hour                  |
| Psychologist                | <b>\$210</b>             | Per Hour                  |
| Social Worker               | <b>\$169</b>             | Per Hour                  |
| Speech Pathologist          | <b>\$190</b>             | Per Hour                  |
| Care Management             | <b>\$120</b>             | Per Hour                  |
| Restorative Care Management | <b>\$169</b>             | Per Hour                  |

## 2.1 Independence – Personal Care, In-Home Respite (Per Hour)

| Monday to Friday<br>8am-6pm | Monday to Friday<br>6pm-8am | Saturday       | Sunday         | Public holiday | Overnight services |
|-----------------------------|-----------------------------|----------------|----------------|----------------|--------------------|
| <b>\$99 to \$113</b>        | <b>\$117</b>                | <b>\$139.5</b> | <b>\$163.5</b> | <b>\$233</b>   | By Quotation       |

Minimum 1.5 hours per service.

## 2.2 Independence – CASS Centre-Based Day Care (4 hours Per Session)

| Participant Types            | CASS SAH Participants |              | External Participants |              |
|------------------------------|-----------------------|--------------|-----------------------|--------------|
|                              | Hourly Rate           | Per Session  | Hourly Rate           | Per Session  |
| Transitioned HCP Level 1 & 2 | <b>\$12.5</b>         | <b>\$50</b>  | <b>\$37.5</b>         | <b>\$150</b> |
| Transitioned HCP Level 3 & 4 | <b>\$27.5</b>         | <b>\$110</b> |                       |              |
| Classification 1 & 2         | <b>\$12.5</b>         | <b>\$50</b>  |                       |              |
| Classification 3 & 4         | <b>\$20.0</b>         | <b>\$80</b>  |                       |              |
| Classification 5, 6 & 7      | <b>\$27.5</b>         | <b>\$110</b> |                       |              |
| Classification 8             | <b>\$35.0</b>         | <b>\$140</b> |                       |              |

## 2.3 Independence – Social Support, Community Engagement, Accompanied Activities (Per Hour)

| Monday to Friday<br>8am-6pm | Monday to Friday<br>6pm-8am | Saturday       | Sunday         | Public holiday |
|-----------------------------|-----------------------------|----------------|----------------|----------------|
| <b>\$99 to \$113</b>        | <b>\$117</b>                | <b>\$139.5</b> | <b>\$163.5</b> | <b>\$233</b>   |

Minimum 1.5 hours per service.

If the travel distance exceeds 10 kilometres per service, a quotation will be provided prior to the commencement of the service.

## 2.4 Independence – Therapeutic Services

| Service Type     | Monday to Friday 9am-5pm | Unit Per Standard Service |
|------------------|--------------------------|---------------------------|
| Acupuncture      | <b>\$140</b>             | Per Hour                  |
| Chiropractor     | <b>\$165</b>             | Per Hour                  |
| Remedial massage | <b>\$150</b>             | Per Hour                  |

## 2.5 Independence – Transport (Per Trip)

| Distance                | Monday to Friday<br>8am-6pm | Monday to Friday<br>6pm-8am | Saturday     | Sunday       | Public holiday |
|-------------------------|-----------------------------|-----------------------------|--------------|--------------|----------------|
| Short Trip (1–15km)     | <b>\$59</b>                 | <b>\$68</b>                 | <b>\$81</b>  | <b>\$99</b>  | <b>\$116</b>   |
| Medium Trip (16–22.5km) | <b>\$76</b>                 | <b>\$84</b>                 | <b>\$100</b> | <b>\$125</b> | <b>\$136</b>   |
| Long Trip (23–30km)     | <b>\$99</b>                 | <b>\$113</b>                | <b>\$134</b> | <b>\$153</b> | <b>\$182</b>   |
| Extra Long Trip (>30km) | By Quotation                |                             |              |              |                |

If transport service is requested for peak hours and additional driving time is required, a quotation will be provided prior to the commencement of the service. Waiting time charges will begin 2 minutes after the scheduled start of service.

## 2.6 Independence - Assistive Technology and Home Modifications

|                             |   |
|-----------------------------|---|
| <b>Assistive Technology</b> | As per quote, and administration/ coordination services fee, capped at 10% of the cost for assistive technology or \$500 (whichever is lower) |
| <b>Home Modifications</b>   | As per quote, and administration/ coordination services fee, capped at 15% of the cost of home modifications or \$1,500 (whichever is lower). |

## 3.1 Everyday Living – General House Cleaning, Laundry Services, Shopping Assistance, Light Gardening, Meal Preparation (Per Hour)

| Monday to Friday<br>8am-6pm | Monday to Friday<br>6pm-8am | Saturday       | Sunday         | Public holiday |
|-----------------------------|-----------------------------|----------------|----------------|----------------|
| <b>\$99 to \$113</b>        | <b>\$117</b>                | <b>\$139.5</b> | <b>\$163.5</b> | <b>\$233</b>   |

Minimum 1.5 hours per service.

If the travel distance exceeds 10 kilometres per service, a quotation will be provided prior to the commencement of the service.

## 3.2 Everyday Living – Domestic Cleaning, Gardening

| Service Type      | Monday to Friday 9am-5pm | Unit Per Standard Service |
|-------------------|--------------------------|---------------------------|
| Domestic Cleaning | <b>\$130</b>             | Per Hour                  |
| Gardening         | <b>\$135</b>             | Per Hour                  |

## 3.3 Everyday Living – Meal Delivery

| Distance                | Monday to Friday 9am-5pm |
|-------------------------|--------------------------|
| Short Trip (1–15km)     | <b>\$59</b>              |
| Medium Trip (16–22.5km) | <b>\$76</b>              |
| Long Trip (23–30km)     | <b>\$99</b>              |
| Extra Long Trip (>30km) | By Quotation             |

If delivery service is requested for peak hours and additional driving time is required, a quotation will be provided prior to the commencement of the service.

### Notes:

#### Effective date

This fee schedule will take effect from 1 November 2025 and will be available on:

**My Aged Care website:** [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**CASS website:** [www.cass.org.au](http://www.cass.org.au)

#### Other Services

Participants are welcomed to discuss with your Care Partner about the fees and charges of the services that are not listed in this schedule.

#### Cancellations

Services will be charged in full for late cancellation or no show. A late cancellation occurs when a participant provides less than 2 business days' notice of a cancellation to a scheduled service. A 'no show' occurs when a participant is not present at the agreed place or at the agreed time of a scheduled service.

## Transport Expenses

Parking, bridge, tunnel, road tolls, and public transport will be charged at cost.

## Service Duration

Please refer to the pricing tables above for details on the minimum service time that apply to some services.

## Self-management Overhead

Where the participant has directly sourced a third-party worker and is self-managing the service, a 10% overhead charge will be applied to the actual cost of the service.

## Participant Contributions

Depending on the participant's financial situation and the services chosen, participant contributions may be required.

## Good and Services Tax (GST)

In some cases, GST may be applicable based on Australian Taxation Office guidelines.

## We're Here to Help

If you have any questions about the new pricing or transition, or would like to know more about our services, our team is ready to assist.

| Chinese        | Korean         | Vietnamese     | Indonesian     |
|----------------|----------------|----------------|----------------|
| (02) 9718 7305 | (02) 9718 8350 | (02) 9718 8818 | (02) 9063 8828 |