

Support at Home Program – Fee Structure (Nov '25 – Feb '26)

Service Categories & Suggested Provider Rates

Under the **Support at Home** program, services are categorised into:

- **Clinical Services:** Fully funded by the government; clients incur no costs.
- **Independence Services:** Clients contribute based on means-testing.
- **Everyday Living Services:** Clients contribute based on means-testing.

Gratitude Loading (10%) – All Packages

Gratitude applies a **10% loading** on your Support at Home fund.

This loading ensures we can continue to provide high-quality, compliant, and coordinated care. It covers:

1. Technology & Systems Infrastructure.
2. Preparation and distribution of monthly statements in an easy-to-read format.
3. Ensuring all subcontracted providers meet legal, quality, and safety requirements.
4. Maintaining accurate client records, service tracking, and data reporting.
5. Quality assurance, compliance, and governance aligned with Support at Home and Aged Care standards.

This fee ensures transparency and sustainability while supporting reliable, person-centred care for every client.

Why This Loading Matters:

The 10% loading is not a service charge for care delivery — it funds the infrastructure, governance, and oversight required to deliver care safely, ethically, and compliantly.

It ensures:

- Financial transparency
- Strong provider accountability
- Safe and qualified service delivery
- Sustainable and high-quality care outcomes

Operational Support Loading

The **Operational Support Loading** covers the extra work involved in managing your care and ensuring your services run smoothly. This is about more than delivering hours of support — it's about the coordination, planning, and oversight that make your care safe, reliable, and personalised.

It allows Gratitude to:

1. Plan, schedule, and adjust services to meet your changing needs.
2. Coordinate with all service providers to ensure timely and accurate delivery.
3. Liaising with third-party providers and resolving invoice or service queries.
4. Maintain comprehensive records of your services, care notes, and reporting.
5. Monitor quality, safety, and compliance in line with government standards.
6. Provide administrative support tailored to the level of management you choose, including assisting with enquiries and producing clear statements.

To reflect the level of support provided for plan management, Gratitude applies an **Operational Support Loading** on services received:

| Plan Management Type | Operational Support Loading | Description / Key Inclusions |
|-----------------------------|------------------------------------|--|
| Self-Managed | 0% | You manage your own services; Gratitude provides administrative and compliance support where required. |
| Part-Managed | 10% | Gratitude and the client share responsibility for managing services. Includes Allied scheduling, provider communication, record-keeping, monthly statements, and compliance oversight. |
| Provider-Managed | 18% | Gratitude fully manages all aspects of service delivery. Includes end-to-end coordination, provider payments, scheduling, reporting, quality assurance, and compliance monitoring. |

Consultation & Service Coordination Fee

Gratitude may charge a **Consultation or Service Coordination Fee** at **\$120 per hour** for additional support outside of regular service delivery. This fee applies to activities such as:

- Advocating on your behalf with the government or other service providers.
- Assisting with applications for higher Support at Home package levels or changes to your plan.
- Coordinating complex services or supports that require extra time and attention.
- Any additional planning or administrative work requested by you that falls outside of your standard allocated service hours.

This fee is billed based on the **actual time spent** supporting you and ensures that you receive personalised guidance and support when navigating your care and package options.

The above fees are **exclusive to any Care Management Fees**.

The Provider Fee is **GST-free** in accordance with the **A New Tax System (Goods and Services Tax) Act 1999**.

Exclusions

The following are not included in this proposal and may be subject to separate fees or agreements for self-managed:

- Support Coordination Fees
- Brokerage or External Service Fees
- Equipment hire or purchase not funded through the program
- Urgent/emergency services beyond scheduled care

| Category | Service Type | Service Availability | Rate (per hour) |
|---------------------------|---|--|--------------------|
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Monday – Friday 06:00 AM – 08:00 PM | \$76.99 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Gardening/Spring Cleaning <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Clinical Support | <input checked="" type="checkbox"/> Nursing <input checked="" type="checkbox"/> Therapeutic services <input checked="" type="checkbox"/> Nutrition <input checked="" type="checkbox"/> Emergency Alarm | | |
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Monday – Friday 08:00 PM - Midnight | \$88.54 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Monday – Friday Midnight – 06:00 AM | \$92.39 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Saturday | \$115.49 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Sunday | \$153.98 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Independence Support | <input checked="" type="checkbox"/> Personal care <input checked="" type="checkbox"/> Social support/community <input checked="" type="checkbox"/> Respite care | Public Holiday | \$192.48 |
| Everyday living | <input checked="" type="checkbox"/> Domestic assistance <input checked="" type="checkbox"/> Essential home maintenance and repairs | | |
| Overnight Care | (12hrs continuous care incl. 4hrs Active Support) | Monday – Friday nights (6PM – 6AM) | \$429.28 per shift |
| | | Saturday night | \$513.62 per shift |
| | | Sunday night | \$626.10 per shift |
| | | Public Holiday | \$738.55 per shift |
| Additional Charges | | | |

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|---|--|--|-----------------------------|
| <ul style="list-style-type: none"> • Care management/or Support Coordination • Invoice Handling | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Advocating on your behalf with the government or other service providers <input checked="" type="checkbox"/> Assisting with applications for higher Support at Home package levels or changes to your plan <input checked="" type="checkbox"/> Any additional planning or administrative work requested by you that falls outside of your service offerings. <input checked="" type="checkbox"/> Invoice handling fee capped at \$500 for Self-Managed services | <p>Monday – Friday 06:00 AM – 08:00 PM</p> | <p>\$120.00</p> |
| <p>Travel charges</p> | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Transportation during service provision/or scheduled services | <p>Monday – Sunday</p> | <p>\$1.45 per Kilometer</p> |
| <p>Clinical Support</p> | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Physiotherapy <input checked="" type="checkbox"/> Occupational Therapy <input checked="" type="checkbox"/> Podiatry <input checked="" type="checkbox"/> Other Allied health | <p>Monday – Friday 06:00 AM – 08:00 PM</p> | <p>\$140.00 - \$285.00</p> |

Pricing Information

- For all support services the minimum service per visit is a 4-hour.
- Where staff use their own car on behalf of a client, travel charges as per the schedule above will be applied.
- Emergency call outs shall incur a call-out charge prior to the normal rates being applied for the duration of the shift applicable to the time of day.
- In certain situations where continuous client engagement and care is needed, above those stated during an Overnight or 24-hour Care shift, then portion of the shift will be deemed active and hourly rate will be applicable.
- Gratitude home Care reserves the right to review pricing in line with any Wage Awards increase.

Services Description

- **Personal Care:** We provide respectful assistance with showering, dressing, and grooming. This service is particularly beneficial for individuals who have recently been discharged from the hospital, are recovering from an injury, or have a long-term health condition or disability.
- **Domestic Services:** Let us help you with light domestic tasks such as cleaning, laundry, and changing bedsheets. This allows you to have more free time for other activities.
- **Meal Preparation:** We strive to cater to your preferences and tastes, preparing delicious and nutritious homemade meals using your preferred ingredients and recipes.
- **Sleepover Support:** Our trained staff can stay overnight in your home to provide the care and assistance you may require during the night.
- **Out & About:** We are here to assist you in engaging in activities you enjoy, regardless of the time of day. Whether it's attending group outings, family events, shopping, making new friends, or pursuing new hobbies, we'll help you stay active and connected.
- **Respite Care:** This service offers a break to primary caregivers or family members by providing care for the client in their absence.
- **Nursing Services:** Our registered/enrolled nurses offer professional healthcare services to address your specific medical needs.
- **Community Access:** We offer organised transportation services, allowing you to maintain your independence and access the community. However, client cooperation is required for the completion of tasks.
- **After Hospital Care:** Whether it's a long-term or short-term recovery period, we collaborate with medical professionals to provide a comfortable level of care and support.

- **Dementia Care:** We specialise in providing professional care for individuals living with dementia, ensuring their specific needs are met with expertise and compassion.

Quality of Service

At Gratitude In-home Care, we are dedicated to delivering the highest quality services to you. Your feedback is invaluable to us as we continuously strive to enhance our offerings. As a valued client of Gratitude In-home Care, you have the right to express any concerns or issues without compromising your access to our services. Rest assured that all complaints and concerns are handled confidentially, and we also welcome positive feedback.

If you have any concerns, complaints, or compliments regarding the care and services you receive, or the handling of your personal or health information, please reach out to a GIHC Clinical Care manager. They will promptly investigate the matter and collaborate with you to find an appropriate solution.

Please be aware that a brief 10-minute home safety assessment will be conducted during the initial visit of all new clients (or as necessary). This assessment aims to ensure the safety of both our clients and staff.

Privacy of Information

Gratitude In-home Care respects your right to privacy, and we are committed to managing personal health information in a respectful way in accordance with legislation. When we are planning service delivery, we collect a range of personal health information. This information enables us to provide our clients with appropriate care and services.

Goods & Services Tax

GST has been excluded from all prices presented in the schedule above. GST generally applies to all services purchased by another organisation on behalf of clients. Clients purchasing services directly from Gratitude In-home Care for Home Care, Domestic Care, Gardening, Property Maintenance and Other Services may be charged GST.

Public Holidays

Public holiday rates are 2.2 times the standard rate and the statutory public holidays are determined and governed by the Business Victoria website at the following link:

www.business.vic.gov.au/victorian-public-holidays-and-daylight-saving/victorian-public-holidays

Service Cancellation & Hours of Operation

Gratitude In-home Care provides reliable and flexible services while ensuring fair support for our staff. We require a minimum of 24 hours' notice for cancellations or changes to services, which must be made during our business hours (9:00 am – 5:00 pm, Monday to Friday). If a service is cancelled with less than 24 hours' notice, the full-service fee will be charged.

Our office operates from 9:00 am to 5:00 pm, Monday to Friday. Outside these hours, including public holidays, we provide an after-hours backup phone service, which can be contacted at **1300 912 155** for urgent matters.