

Huntley Home Care

Fee Schedule & Service Guide
Effective from 1 November 2025

About Us

Huntley Home Care has proudly supported older Australians to live independently at home since 2015. Founded by Dr Ray Huntley, our service is grounded in the belief that care should be respectful, personal, and delivered where people feel most comfortable — at home.

Today, we're led by a team of experienced doctors who continue to honour that vision. We support people with a wide range of needs, including dementia and complex care, and are committed to providing holistic, compassionate care that puts each person's wellbeing, values, and choices at the centre.



Our Fee's & Commitment to Value

We understand that care is both personal and financial. That's why our pricing is transparent, fair, and designed to give you full value for every dollar of your package. All rates include staff travel time between clients and reflect current award wages and operating costs. We regularly review our prices to ensure they remain competitive while maintaining the highest standards of care.

Service Conditions

These conditions explain how our services are booked, charged, and delivered. They help us maintain fairness for both clients and staff by outlining minimum visit times, billing increments, cancellation expectations, and what's included in your hourly rate. Clear terms mean there are no hidden costs or unexpected fees — just simple, transparent care.

- **Service Hours:** 6 am – 6 pm, 7 days per week (no after-hours or overnight services)
- **Minimum Booking:** 30 minutes (0.5 hours)
- **Billing Increments:** Charged in 15-minute increments after the first 30 minutes (e.g. 45 min = 0.75 hours)
- **Weekend & Public Holiday Loadings:** Apply as per table below
- **Cancellations:**
 - Less than 2 business days → Full fee
 - More than 2 business days → No Fee

Clinical Supports

Our Registered Nurses provide professional clinical care in your home, ensuring your health needs are managed safely and accurately. From wound care and medication management to health assessments and post-



discharge support, we deliver care that promotes independence, early intervention, and confidence in your wellbeing.

All clinical tasks are performed by Registered Nurses and billed in 30-minute units (minimum).

Service	Basis	Weekday	Saturday	Sunday	Public Holiday
Nursing – Short Visit	Up to 30 mins	\$115	\$140	\$160	\$185
Nursing – Long Visit	Per hour	\$195	\$245	\$275	\$325

Independence

These are the services our **Assistants in Nursing (AINs)** provide to help you stay active, confident, and independent. It includes help with showering, dressing, grooming, and moving safely around your home, as well as social visits or community outings. We focus on maintaining your routines and dignity while supporting your wellbeing.

Service	Basis	Weekday	Saturday	Sunday	Public Holiday
Personal Care – Short Visit	Up to 30 mins	\$85	\$110	\$130	\$150
Personal Care – Long Visit	Per hour	\$125	\$170	\$205	\$245
Social Support – Short Visit	Up to 30 mins	\$75	\$95	\$115	\$135



Social Support – Long Visit / Respite	Per hour	\$125	\$165	\$195	\$230
Transport – Local (≤ 20 km)	Per trip (1 way)	\$85	\$110	\$130	\$150
Transport – Extended (20–50 km)	Per trip (1 way)	\$145	\$180	\$210	\$240
Transport – Long Distance (> 50 km)	Per trip (1 way)	\$240	\$290	\$330	\$370

Everyday Living

This section covers assistance with home and meal tasks that make daily life easier. Our AINs can help with cleaning, laundry, meal preparation, and other light household duties. The goal is to keep your home safe, comfortable, and running smoothly so you can focus on the things you enjoy.

Service	Basis	Weekday	Saturday	Sunday	Public Holiday
Domestic Assistance – Short Visit	Up to 30 mins	\$80	\$105	\$125	\$145
Domestic Assistance – Long Visit	Per hour	\$125	\$165	\$195	\$230



Meal Preparation – Short Visit	Up to 30 mins	\$80	\$105	\$125	\$145
Meal Preparation – Long Visit	Per hour	\$125	\$165	\$195	\$230

Care Management

Care management is about keeping your care organised and on track. Your Care Manager works closely with you to coordinate services, liaise with your health team, and regularly review your care plan to make sure it continues to meet your goals and preferences. They're your main point of contact — helping you navigate changes, ask questions, or make updates as needed.

Under the new **Support at Home (SAH)** program, care management time is **flexible and only billed for the time actually used**. This means you are only charged when your Care Manager is actively working on your behalf — such as coordinating services, completing reviews, updating care plans, or communicating with your clinical or allied health team.

Our Care Management fee is **\$170 per hour**, and the total time billed will depend on your package level and the level of coordination required to support your care.

Each Support at Home care level includes an indicative amount for care management within your quarterly budget.

This allocation covers the time spent coordinating your services, reviewing your care plan, liaising with your care team, and ensuring your supports remain appropriate and effective.

These amounts are a guide only — your actual care management needs may be higher or lower depending on your situation and preferences.



If your care management allocation is fully used within the quarter, you can choose to **purchase additional care management time privately** at the same hourly rate. This will only occur **with your consent** and will be **invoiced separately**, outside of your government-funded budget. This ensures you remain in full control of your care, with the option to access extra support if and when you need it.

Classification for Transitioned Home Care Package	Quarterly Budget	Allocated Care Management Fee (10%)
Level 1	\$2,746.63	\$274.66
Level 2	\$4,829.86	\$482.98
Level 3	\$10,513.83	\$1051.38
Level 4	\$15,939.55	\$1593.95
Classification for Support at Home Funding	Quarterly Budget	Allocated Care Management Fee (10%)
Level 1	\$2,682.75	\$268.27
Level 2	\$4,008.61	\$408.61
Level 3	\$5,491.43	\$549.14
Level 4	\$7,424.10	\$742.41
Level 5	\$9,929.35	\$992.93
Level 6	\$12,028.58	\$1202.85
Level 7	\$14,537.04	\$1453.70
Level 8	\$19,526.59	\$1952.65

Examples

Here we show simple examples of how visits and costs are calculated — for instance, the difference between a short and long service, or how transport is charged. It's designed to help you understand how your funds are used so there are no surprises on your statement.

Example – Short vs Long Visit

Short visits are charged as a **fixed rate for up to 30 minutes**.

If the visit extends beyond 30 minutes, it **automatically converts to a Long Visit** and is **charged in 15-minute increments (0.25-hour units)** at the hourly rate for that service.

Example:

- 30 min Personal Care = \$85 (short visit rate)
- 45 min Personal Care = $0.75 \times \$125 = \93.75
- 1 hr 15 min Nursing = $1.25 \times \$195 = \243.75

This ensures you only pay for the **time actually used — nothing more**.

Example – Transport Charges

Transport services are billed as a **flat rate per one-way trip**, based on the total distance from your home to the destination.

This fee covers **transport only** — when staff provide a vehicle and drive you to and from an appointment, activity, or destination.

It does **not** apply to situations where:

- Staff accompany you during an outing (e.g. shopping, appointments, or social visits).
- Staff remain with you to assist during the trip or activity.

In those cases, the time is charged as **Social Support**, not as Transport.



Example 1:

If your carer drives you to a local GP appointment (15 km from home):

- **Distance:** 15 km (local range)
- **Rate:** Transport – Local (≤ 20 km)
- **Total charge: \$85 one way**

Example 2:

If your appointment is further away — for example, a specialist clinic 35 km from home:

- **Distance:** 35 km (extended range)
- **Rate:** Transport – Extended (20–50 km)
- **Total charge: \$145 one way**

Return trips are charged separately, as each journey involves staff time and travel.

All Transport charges are shown clearly on your monthly statement and may include medical, social, or community destinations listed in your care plan.

Third-Party (Brokered) Services & Invoicing

Under SAH, providers are no longer funded for separate package-management or higher care-management fees.

To continue coordinating and paying external suppliers safely and compliantly, **Huntley Home Care applies a 10 % brokerage coordination fee (capped at \$100 per invoice)** whenever we arrange and pay a third-party supplier on your behalf (e.g. physiotherapy, podiatry, gardening, equipment hire).

This fee covers:

- Coordination with approved suppliers and allied health professionals
- Verification of insurances and qualifications



- Processing and reconciling invoices for audit and reporting
- Oversight of service quality under the SAH framework

It will appear clearly on your monthly statement beside the supplier's invoice amount.

Example: If HHC pays a physiotherapy invoice for \$150, a 10 % coordination fee of \$15 applies (total \$165). Invoices above \$1,000 are capped at \$100.

This small administration fee helps HHC recover the real costs of coordinating over \$55 000 in third-party invoices each month — work previously funded through the old package-management charges.

Cancellation & Hospital Admissions Policy

If you need to cancel or cannot receive a scheduled service, please provide at least **two business days' notice** wherever possible.

If less notice is given and we cannot reallocate the staff member, the **full-service fee may apply** to cover unavoidable costs.

If you are admitted to hospital or experience a health emergency, Huntley Home Care will treat this as a **reasonable ground for late cancellation**, consistent with **Section 10.8 of the Support at Home Program Manual (Oct 2025)**.

- Confirmed shifts where costs cannot be avoided may still be charged the scheduled service fee.
- Once your admission is confirmed, all future services will be **placed on hold** until discharge.
- **No fees** are charged during this hold period.

This balances fairness to clients with our obligations as an employer and aligns with government guidelines recognising hospitalisation as a reasonable cancellation ground.

