

SHHC Support at Home Service List

Welcome to Southern Highlands Home Care Pty Ltd

At Southern Highlands Home Care (SHHC) we offer services under the government funded Support at Home program or for clients looking for private services.

Support at Home (SaH) fees and charges explained

Under the new Stay at Home Program a client's level of co-contribution will be means tested by Services Australia and invoiced by Southern Highlands Home Care PTY LTD.

Under the three categories of service:

- **Clinical Supports:** Do not attract a client contribution = 0%
- **Independence:** service categories may attract a client contribution of between 5% - 80%
- **Everyday Living:** services may attract a client contribution of between 5% - 80%

Case Management:

Case management consists of (but is not limited to) face-to-face, phone contact and email correspondence to facilitate your care and services for care plan reviews, case conferences, referrals, ordering of equipment, documentation, accounts and other case management tasks related to your care.

10% of a client's SaH budget will be retained by Services Australia for case management.

Case Management is charged at \$130 per hour.

- Please note the minimum requirement for Case Management service time will be 15 minutes every month.
- Clients who cancel a service within 24 hours' notice of the scheduled service time, full-service fee will be charged.

Invoicing under the Support at Home Program

Services provided will be charged to the recipient's quarterly Support at Home budget and claimed monthly on the first business day of each month for services delivered the month prior.

Private Clients

At Southern Highlands Home Care (SHHC) we welcome clients wishing to pay for their own services or while waiting for the government funded Support at Home program to be approved or processed. Private clients have access to the same services and will be invoiced directly on a weekly basis.

Associated Providers

The *Aged Care Act 2024* (Act) defines an associated provider as an organisation delivering services on behalf of a registered provider, in this case SHHC is the registered provider, and are only considered to be associated providers if they deliver government funded aged care services.

Clients receiving services from SHHC care workers may access additional services through SHHC's approved associated providers. For further information on available services, please contact our team.

Clients may also choose to engage an alternative provider for specialised services not included on SHHC's approved list. In such cases, payment must be made directly to the provider, and a receipt submitted to SHHC for reimbursement from the funded budget. A **10% surcharge** applies.

Southern Highlands Home Care does not offer **self-managed Support at Home packages**.

Service Pricing per hour of service

Our Team will discuss with you the services available to meet your needs and budget and prepare a detailed Care Plan.

This guide describes the approach to service pricing and co-contributions paid by clients using SHHC employees and associated providers for in-home care and services.

Schedule of Fees and Charges

Category	Service Type	Mon – Fri 6am – 6pm	Mon – Fri 6pm – 9pm	Saturday	Sunday	Public Holiday
Clinical Support	Registered Nurse	\$135.00 per hour	\$158.00 per hour	\$175.00 per hour	\$215.00 per hour	\$285.00 per hour
	Nursing Care Consumables	Associated provider invoice cost plus 10% processing fee				
	Physiotherapy	Associated provider invoice cost plus 10% processing fee				
	Occupational Therapy	Associated provider invoice cost plus 10% processing fee				
	Dietician	Associated provider invoice cost plus 10% processing fee				
	Podiatrist	Associated provider invoice cost plus 10% processing fee				
	Speech Pathologist	Associated provider invoice cost plus 10% processing fee				
	Exercise Physiology	Associated provider invoice cost plus 10% processing fee				
	Remedial Health	Associated provider invoice cost plus 10% processing fee				
	Independence	Personal Care (continence, assist with self-care)	\$85.00 per hour \$70.00 for 30 mins	\$100.00 per hour	\$127.50 per hour	\$150.00 per hour
Individual social support (accompanied activities)		\$85.00 per hour \$70.00 for 30 mins	\$100.00 per hour	\$127.50 per hour	\$150.00 per hour	\$195.25 per hour
Respite	Respite (in Home)	\$85.00 per hour \$70.00 for 30 mins	\$100.00 per hour	\$127.50 per hour	\$150.00 per hour	\$195.25 per hour
Transport	Direct Transport	\$85.00 per hour \$70.00 for 30 mins	\$100.00 per hour	\$127.50 per hour	\$150.00 per hour	\$195.25 per hour
	Taxi/ Cab charge	Associated provider invoice cost plus 10% processing fee				
Assistive Technology	Equipment	Associated provider invoice cost plus 10% processing fee				
	Home Modification	Associated provider invoice cost plus 10% processing fee				

Category	Service Type	Mon – Fri 6am – 6pm	Mon – Fri 6pm – 9pm	Saturday	Sunday	Public Holiday
Everyday Living	Domestic assistance (e.g. cleaning, laundry)	\$80.00 per hour \$70.00 for 30 mins	\$100.00 per hour	\$127.50 per hour	\$150.00 per hour	\$195.25 per hour
	Home Maintenance expenses	Associated provider invoice cost plus 10% processing fee				
	Gardening	Associated provider invoice cost plus 10% processing fee				
	Meal Preparation (in Home)	Associated provider invoice cost plus 10% processing fee				
	Meal Delivery External provider (deli-door, light n easy)	Associated provider invoice cost plus 10% processing fee				

NOTE:

- Associated Providers fees can vary, and we'll make sure everything is agreed with you before services commence.
- Please note that some at-cost items may attract a client contribution as determined by Services Australia.