Support at Home.

CHURCHES of CHRIST

CLINICAL SUPPORTS – FEE SCHEDULE – OCTOBER 2026

Service type	Time	60mins	45mins	30mins
Registered Nurse (Direct services)	Week day (6am–6pm)	$190	$167	$143
	Week night (6pm–6am)	$219	$192	$164
	Saturday	$285	$250	$214
	Sunday	$333	$291	$250
	Public holidays	$380	$333	$285
Registered Nurse (Indirect services)	Standard rate (all days and times)		$180	
Enrolled Nurse (Direct services)	Week day (6am–6pm)	$170	$149	$128
	Week night (6pm–6am)	$196	$172	$147
	Saturday	$255	$224	$192
	Sunday	$298	$261	$224
	Public holidays	$340	$298	$255
Personal Care	Week day (6am–6pm)	$115	$101	$86
	Week night (6pm–6am)	$132	$116	$99
	Saturday	$173	$151	$129
	Sunday	$230	$201	$173
	Public holidays	$288	$252	$216
Allied Health and other therapeutic services	Refer to the Support at Home Service List for a detailed description of the services and activities that may be delivered under this service type.			
Aboriginal or Torres Strait Islander Health Practitioner Assistance	Week day (6am–6pm)	$219	$192	$165
Aboriginal or Torres Strait Islander Health Worker Assistance	Week day (6am–6pm)	$195	$171	$147
Allied Health Assistance	Week day (6am–6pm)	$194	$170	$146
Counsellor / Psychotherapy	Week day (6am–6pm)	$221	$194	$166
Dietitian	Week day (6am–6pm)	$259	$227	$194
Exercise Physiology	Week day (6am–6pm)	$178	$156	$133
Allied Health Group	Week day (6am–6pm)	$38	$33	$29
Music Therapy	Week day (6am–6pm)	$188	$155	$123

Occupational Therapy	Week day (6am–6pm)	$231	$202	$174
Physiotherapy	Week day (6am–6pm)	$215	$188	$161
Podiatry	Week day (6am–6pm)	$224	$196	$168
Psychology	Week day (6am–6pm)	$276	$227	$179
Social Work	Week day (6am–6pm)	$278	$243	$208
Speech Pathologist	Week day (6am–6pm)	$228	$200	$171
Nursing Care Consumables	*Quote on request. Charges will reflect the supplier's invoiced cost plus a 10% administration charge to cover procurement, coordination, invoice processing and payment, and associated administrative activities.			
	Eligible participants may be able to access certain continence aids, consumables and equipment through external funding programs, including the Medical Aids Subsidy Scheme (MASS) and the Continence Aids Payment Scheme (CAPS).			
Oxygen Consumables	*Quote on request. Charges will reflect the supplier's invoiced cost plus a 10% administration charge to cover procurement, coordination, invoice processing and payment, and associated administrative activities.			
	Eligible participants may qualify for additional government funding through the Oxygen Supplement for Aged Care.			
Nutrition (Prescribed Nutrition)	*Quote on request. Charges will reflect the supplier's invoiced cost plus a 10% administration charge to cover procurement, coordination, invoice processing and payment, and associated administrative activities.			
	Eligible participants may qualify for additional government funding through the Enteral Feeding Supplement Aged Care.			
Clinical Care management Home support care management	Standard rate (all days and times)	$170	$128	$85
Care Management Home support care management	Standard rate (all days and times)	$135	$101	$68
Restorative care management Home support restorative care management	Standard rate (all days and times)	$170	$128	$85

INDEPENDENCE SUPPORT SERVICES – FEE SCHEDULE – OCTOBER 2026

Service type	Time	60mins	45mins	30mins
Social support and community engagement	Week day (6am–6pm)	$115	$101	$87
	Week night (6pm–6am)	$133	$116	$100
	Saturday	$173	$151	$130
	Sunday	$230	$202	$173
	Public holidays	$288	$252	$216
Social support and community engagement (Group social support)	Week day – group	$58	$51	$44
	Saturday – group (minimum 3hr booking)	$87	$76	$66
	Sunday – group (minimum 3hr booking)	$116	$102	$87
	Public holidays – group (minimum 3hr booking)	$145	$127	$109
Therapeutic services for independent living	Refer to the Support at Home Service List for a detailed description of the services and activities that may be delivered under this service type.			
Acupuncturist	Week day (6am–6pm)	$290	$253	$217
Chiropractor	Week day (6am–6pm)	$180	$148	$117
Diversional therapist	Week day (6am–6pm)	$180	$148	$117
Remedial masseuse	Week day (6am–6pm)	$196	$171	$147
Art therapist	Week day (6am–6pm)	$199	$174	$150
Osteopath	Week day (6am–6pm)	$314	$275	$235
Respite Care (In-home)	Week day (6am–6pm)	$115	$101	$87
	Week night (6pm–6am)	$133	$116	$100
	Saturday	$173	$151	$130
	Sunday	$230	$202	$173
	Public holidays	$288	$252	$216
Respite Care (Community / centre-based day respite) *Delivered by Churches of Christ employees in selected locations	Week day (6am–6pm)	$58	$51	$43
Respite Care (Community / centre-based day respite)	*Quote on request. Community and centre-based respite services may be arranged through an external associated provider where appropriate.			

Transport (Direct transport, driver and car provided) Distance 0-9.99km	Week day (6am–6pm)	$44 per trip
	Week night (6pm–6am)	$51 per trip
	Saturday	$66 per trip
	Sunday	$88 per trip
	Public holidays	$110 per trip
Transport (Direct transport, driver and car provided) Distance 10-19.99km	Week day (6am–6pm)	$82 per trip
	Week night (6pm–6am)	$94 per trip
	Saturday	$123 per trip
	Sunday	$164 per trip
	Public holidays	$205 per trip
Transport (Direct transport, driver and car provided) Distance 20-49.99km	Week day (6am–6pm)	$118 per trip
	Week night (6pm–6am)	$136 per trip
	Saturday	$177 per trip
	Sunday	$236 per trip
	Public holidays	$295 per trip
Transport (Direct transport, driver and car provided) Distance 50km & over	*Quote on request.	
Transport Group (Direct transport, driver and car provided) Distance 0-9.99km	Week day (6am–6pm)	$22 per trip
	Week night (6pm–6am)	$25 per trip
	Saturday	$33 per trip
	Sunday	$44 per trip
	Public holidays	$55 per trip
Transport Group (Direct transport, driver and car provided) Distance 10-19.99km	Week day (6am–6pm)	$41 per trip
	Week night (6pm–6am)	$47 per trip
	Saturday	$62 per trip
	Sunday	$82 per trip
	Public holidays	$103 per trip
Transport Group (Direct transport, driver and car provided) Distance 20-49.99km	Week day (6am–6pm)	$59 per trip
	Week night (6pm–6am)	$68 per trip
	Saturday	$89 per trip
	Sunday	$118 per trip
	Public holidays	$148 per trip
Transport Group (Direct transport, driver and car provided) Distance 50km & over	*Quote on request.	
Transport Indirect (Indirect transport including taxi service voucher)	*Quote on request. Transport services may be arranged through an external associated provider where appropriate. Charges will reflect the supplier's invoiced cost plus a 10% administration charge to cover procurement, coordination, invoice processing and payment, and associated administrative activities.	

Assistive technology and home modifications	*Quote on request. Refer to the Support at Home Assistive Technology and Home Modifications list (AT-HM list) for a detailed description of the services and activities that may be delivered under this service type.
	Assistive Technology and Home Modifications may be arranged through an external supplier or associated provider where clinically appropriate and approved under a participant's Support at Home funding. Costs will vary depending on the equipment, product or modification required.
	Charges will reflect the supplier's invoiced cost plus: A 10% administration charge for Assistive Technology (maximum $500 per item or purchase); and A 15% coordination charge for Home Modifications (maximum $1,500 per modification project).
	Administration and coordination charges contribute to procurement, quotation management, supplier liaison, project coordination, invoice processing, payment and associated administrative activities. All costs will be discussed and agreed with the participant before proceeding.

EVERYDAY LIVING SERVICES – FEE SCHEDULE – OCTOBER 2026

Service type	Time	60mins	45mins	30mins
General House Cleaning	Week day (6am–6pm)	$115	$101	$87
	Week night (6pm–6am)	$133	$116	$100
	Saturday	$173	$151	$130
	Sunday	$230	$202	$173
	Public holidays	$288	$252	$216
Home maintenance and repairs	Refer to the Support at Home Service List for a detailed description of the services and activities that may be delivered under this service type.			
Gardening	Week day (6am–6pm)	$131	$114	$98
Assistance with home maintenance and repairs	Week day (6am–6pm)	$148	$130	$111
Meals (Meal preparation, support to prepare meals in the home)	Week day (6am–6pm)	$115	$101	$87
	Week night (6pm–6am)	$133	$116	$100
	Saturday	$173	$151	$130
	Sunday	$230	$201	$173
	Public holidays	$288	$252	$216
Meals (Meal delivery, pre-prepared meals)	The rates below apply to meals delivered directly by Churches of Christ employees in **Blackall, QLD** and surrounding service areas.			
	$18.00 per meal			
	The total cost includes meal preparation, packaging, delivery and food ingredients. Service component (preparation, packaging and delivery): $12.00 Food ingredient component (participant contribution): $6.00 Food ingredient costs of $6.00 per meal are not subsidised and are payable by the participant.			
Meals External (Meal delivery, pre-prepared meals)	*Quote on request. Meal delivery services may be arranged through an external associated provider where appropriate. Charges will reflect the supplier's invoiced cost plus a 10% administration charge to cover procurement, coordination, invoice processing and payment, and associated administrative activities.			
	Commonwealth funding cannot be used to pay for food ingredients, takeaway food delivery, or meals provided for other members of the household. Any non-funded costs will be payable directly by the participant to the supplier and will be clearly identified prior to service commencement.			

CARE MANAGEMENT

What is Care Management?

Care Management helps ensure your services remain coordinated, effective, and responsive to your individual needs, goals, preferences, and circumstances.

Your dedicated Care Partner works alongside you to plan, coordinate, monitor and review your supports, helping you to achieve your goals and navigate the aged care system with confidence.

Care Management may include:

- Developing and reviewing your care plan and goals
- Coordinating services and support providers
- Monitoring your wellbeing and changing support needs
- Reviewing services and making adjustments where required
- Supporting communication between participants, families, supporters and service providers
- Providing information, education and guidance about available aged care services and supports
- Assisting with transitions, reassessments and changes in circumstances

How Does Care Management Work?

Under the Support at Home program, funding is specifically allocated for Care Management to ensure participants receive ongoing support and coordination throughout their aged care journey.

For participants receiving ongoing Support at Home services, 10% of their quarterly budget is automatically allocated to support the delivery of Care Management services.

Your Care Partner will maintain regular contact with you, review your supports, and work with you to ensure your services continue to meet your needs and preferences. As your circumstances change, your Care Partner can help adjust services, explore available options, and support you to access additional services where appropriate.

Care Management forms an important part of your overall Support at Home service and helps ensure your care remains person-centred, coordinated, and responsive over time.

Funding for Care Management

Under the Support at Home Program, funding is allocated specifically for Care Management activities. This funding supports the planning, coordination, monitoring and review of services and is incorporated into your overall Support at Home funding allocation.

For further information regarding Care Management under the Support at Home Program, please refer to the Support at Home Program Manual.

SERVICE INFORMATION AND CONTRIBUTION PAYMENT

Service Delivery

- A minimum duration of 30 minutes applies to all visits (excluding meal delivery in Blackall).
- Services are billed based on the scheduled time.

Split Activity Billing

- A maximum of two Support at Home service activities may be delivered during a single 30-minute visit. Where two activities are provided, each activity will be billed for 15 minutes and charged at half the standard 30-minute rate applicable to that service.
- Where multiple support activities are delivered during longer visits, the total visit duration may be apportioned and billed across the relevant Support at Home service activities based on the time spent delivering each activity.

Examples

A 45-minute visit including General House Cleaning and Personal Care may be billed as:

- 30 minutes General House Cleaning
- 15 minutes Personal Care

A 60-minute visit including General House Cleaning, Personal Care and Assistance with the Self-Administration of Medication may be billed as:

- 30 minutes General House Cleaning
- 15 minutes Personal Care
- 15 minutes Assistance with the Self-Administration of Medication

Service Scheduling

- We will work with you to deliver services at your preferred days and times wherever possible. Service times may occasionally vary due to workforce availability, service demand, public holidays, unexpected staff absences, weather events, or other operational requirements. Where changes are required, we will endeavour to provide reasonable notice and work with you to identify a suitable alternative.

Participant Rights and Choice

- Churches of Christ is committed to delivering services in a manner that upholds your rights, independence, dignity, choice and control. You will be supported to make informed decisions about your services and treated with respect, fairness and courtesy at all times.

Safe Service Delivery

- The safety and wellbeing of participants, workers and visitors is important to us. Services may be modified, postponed or cancelled where there are concerns regarding the health, safety or wellbeing of any person involved in service delivery. Where this occurs, we will work with you to identify alternative arrangements where reasonably practicable.

Cancellations

- Participants are requested to provide at least two business days' notice if they wish to cancel or reschedule a service. Where sufficient notice is not provided, the scheduled service charge may apply in accordance with the Service Agreement and applicable Support at Home program requirements.

Participant Contributions and Payments

- Participant contribution amounts, where applicable, are determined by the Australian Government following an income and assets assessment completed by Services Australia.
- Churches of Christ does not determine participant contribution rates. Contribution rates may change over time and participants remain responsible for paying any applicable participant contributions and non-funded costs associated with their services.
- Payments are generally collected by direct debit from the participant's nominated bank account in arrears for services received during the relevant billing period.

Fee Validity

- Fees and charges are effective from October 2026 and are subject to periodic review. Fees may be amended in response to legislative, regulatory, funding, subsidy, indexation, supplier pricing or operational changes. Participants will be provided with written notice of any material changes to fees and charges.

Financial Hardship

- The Australian Government provides financial hardship assistance for eligible participants who may experience difficulty meeting aged care costs.
- If you are experiencing financial hardship or your financial circumstances change, please contact us. We can provide information about available support, including the Australian Government's financial hardship arrangements and fee reduction processes administered by Services Australia.

Feedback and Complaints

- We value feedback and are committed to continuously improving our services. If you have a compliment, concern or complaint, we encourage you to contact us so we can work towards a resolution.
- If you are not satisfied with the outcome, you may also contact the Aged Care Quality and Safety Commission.