

Registered Support at Home services

Domestic assistance, home maintenance and repairs, meals, transport, social support and community engagement, personal care, care management and nursing care.

Pricing approach

- This price list shows the prices My Centred Care most frequently charges for Support at Home services.
- Service prices include the usual cost of delivering the service, including direct worker time, rostering, administration, supervision, compliance, insurance, quality management, standard provider travel within the Adelaide metropolitan area and reasonable operating margin.
- Prices will be discussed and agreed with each participant or representative before services commence and recorded in the Service Agreement or written confirmation.
- Where a different price is required due to the complexity of the support, the service location, short-notice requirements or other exceptional service-delivery circumstances, the reason and agreed price will be discussed and documented before the service is confirmed.

1. Standard service prices

Standard hours: Monday to Friday, 6:00am to 8:00pm, excluding public holidays.

Service group	Service	Unit	Standard rate
Care Management	Care management	Per hour	\$130.00
Care Management	Restorative care management	Per hour	\$150.00
Clinical	Enrolled Nurse	Per hour	\$150.00
Clinical	Registered Nurse	Per hour	\$175.00
Clinical	Nursing assessment / care plan review by RN	Per hour	\$180.00
Independence	Personal care	Per hour	\$110.00
Independence	Social support / community engagement	Per hour	\$110.00

Service group	Service	Unit	Standard rate
Independence	Shopping assistance	Per hour	\$110.00
Independence	Accompanied appointments / activities	Per hour	\$110.00
Independence	Respite support in the home/community	Per hour	\$115.00
Independence	Group social support / group community activity	Per participant / per hour	\$35.00
Everyday Living	Domestic assistance / general cleaning / laundry	Per hour	\$100.00
Everyday Living	Meal preparation	Per hour	\$100.00
Everyday Living	Home maintenance / light gardening	Per hour	\$110.00

2. Non-standard hours

Non-standard hours apply when services are requested outside weekday standard hours or on weekends/public holidays. Not all services are available at all times and must be agreed before delivery.

Service	Weekday evening / night	Saturday	Sunday	Public holiday
Domestic assistance / cleaning / laundry	\$120.00	\$135.00	\$150.00	\$200.00
Meal preparation	\$120.00	\$135.00	\$150.00	\$200.00
Personal care	\$132.00	\$149.00	\$165.00	\$220.00
Social support / shopping / appointments	\$132.00	\$149.00	\$165.00	\$220.00
Respite support	\$138.00	\$155.00	\$173.00	\$230.00
Home maintenance / light gardening	\$132.00	\$149.00	\$165.00	\$220.00
Enrolled Nurse	\$180.00	\$203.00	\$225.00	\$300.00
Registered Nurse	\$210.00	\$236.00	\$263.00	\$350.00

Service	Weekday evening / night	Saturday	Sunday	Public holiday
Nursing assessment / care plan review by RN	\$216.00	\$243.00	\$270.00	\$360.00

3. Transport and travel

Item	Unit	Price / condition
Standard provider travel within Adelaide metropolitan area	Included	Included in hourly service rate
Direct participant transport - 0 to 10 km	One-way trip	\$25.00
Direct participant transport - 11 to 20 km	One-way trip	\$40.00
Direct participant transport - 21 to 30 km	One-way trip	\$55.00
Direct participant transport - 31 to 60 km	One-way trip	\$90.00
Direct participant transport - over 60 km	Quote	Quoted and agreed before service
Parking, tolls, entry fees and other out-of-pocket expenses	At cost	With prior agreement
Provider travel outside normal service area or significant travel between services	Quote	Agreed before service

Direct participant transport means transport provided to a participant in an MCC/staff vehicle during an agreed service, such as shopping, appointments or community access. The support worker's time is charged separately at the applicable hourly service rate.

4. Terms and conditions

Agreement before services

Prices will be discussed and agreed with each participant or representative before services commence. Agreed prices will be recorded in the participant Service Agreement or written confirmation.

No separate routine administration or provider travel fee

Routine administration and standard provider travel within the Adelaide metropolitan area are included in the listed service price and are not charged separately.

Minimum booking and billing increments

The standard minimum booking is 1 hour. After the minimum booking, services are generally billed in 15-minute increments unless otherwise agreed. Longer minimum booking periods may apply for complex supports, weekends, public holidays or long-distance travel.

Cancellations and no-shows

Participants are requested to provide at least 24 hours' notice if they need to cancel or change a scheduled service. Where less than 24 hours' notice is provided, or the participant is not available at the agreed service time and location, My Centred Care (MCC) may charge up to 100% of the scheduled service fee, provided the support worker or service cannot be reasonably redeployed.

For Registered Nurse services, Enrolled Nurse services, group activities, transport bookings, subcontracted services, externally sourced services, or other services requiring significant planning or coordination, MCC may require at least 48 hours' notice of cancellation.

Cancellation fees will generally not apply where the cancellation is due to circumstances outside the participant's reasonable control, such as unplanned hospitalisation, medical emergency, or other exceptional circumstances, or where MCC determines that charging a cancellation fee would be unreasonable.

Participant contributions

Participants may be required to pay a contribution depending on their Support at Home contribution assessment, the type of service delivered, and the amount of services received. Contribution rates are determined through an income and assets assessment by Services Australia, or the Department of Veterans' Affairs (DVA) where applicable.

Participants generally do not contribute to clinical supports, such as nursing care. Contributions may apply at different rates to independence services, such as personal care, social support, transport and respite, and everyday living services, such as cleaning, laundry, meal preparation, gardening and home maintenance. My Centred Care will explain any participant contribution shown in relevant statements or service agreements.

Out-of-pocket expenses

Items such as parking, tolls, entry fees, tickets, meal purchases, shopping items, cleaning products requested by the participant and other out-of-pocket expenses are not included unless stated. These costs will be agreed before purchase and charged at cost where applicable.

Goods, consumables and equipment

Household items, groceries, continence products, clinical consumables, equipment, assistive technology and home modification costs are not included in the hourly service rates unless specifically agreed.

Self-managed participants and third-party providers

Where a self-managed participant chooses their own third-party provider or worker to deliver an approved Support at Home service, and MCC agrees to arrange or manage this service, an administration/overhead fee of up to 10% of the third-party provider's service price may apply. This fee covers reasonable costs associated with coordination, administration, oversight, quality management and compliance. Any third-party service price and applicable overhead will be discussed and agreed in writing before the service is confirmed.

Subcontracted or externally sourced services

Where MCC arranges an external provider, contractor or subcontractor to deliver an approved Support at Home service on behalf of MCC, this will be discussed and agreed with the participant before the service is confirmed. MCC will remain responsible for oversight of services delivered on its behalf. The agreed price may include the external provider's charge and MCC's reasonable costs for coordination, administration, quality management and oversight.

Complex or high-risk services

MCC may require a risk assessment, care plan review, additional staff, RN oversight, specialist equipment or a quoted price before confirming complex or high-risk services.

Price review

MCC reviews its published prices regularly to ensure they remain appropriate and consistent with Support at Home requirements, operational costs and applicable legislation. Where prices change, participants or their representatives will be notified in advance where required, and any changes will be communicated and agreed in accordance with the participant's Service Agreement and applicable Support at Home requirements.

GST

Prices are GST inclusive where GST applies. Government-funded aged care services may be GST-free depending on the service and funding arrangement.

Quality and safety

All services are delivered in line with the Aged Care Code of Conduct, applicable Aged Care Quality Standards, MCC policies and procedures, staff scope of practice, worker screening requirements and clinical governance requirements where relevant.

5. Service notes

- Support workers do not perform clinical nursing tasks unless they are appropriately qualified, trained and authorised under MCC clinical governance processes.
- Registered Nurse services are delivered by an AHPRA-registered Registered Nurse within scope of practice.
- Enrolled Nurse services are delivered by an AHPRA-registered Enrolled Nurse under Registered Nurse supervision, where clinically appropriate and within scope of practice.
- Home maintenance and light gardening are for low-risk tasks only. Building, electrical, plumbing, roofing, tree lopping, pest control and other licensed or high-risk works are excluded unless arranged through an appropriately qualified provider and agreed before service.
- Participant transport is different from provider travel. Provider travel to attend routine metro services is included in the hourly service rate. Participant transport applies when the participant is transported in an MCC/staff vehicle.
- Group social support may include group outings, cafe visits, walking groups, craft, games, shopping groups, social connection activities or other agreed group activities. Activity costs, meals, entry fees, parking or transport costs are not included unless stated and will be agreed before the activity.

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