



# Support at Home Services

## All Services Pricing Schedule

All Prices are effective from 1 July 2021

Service Type	Service Activities	Rate	AM Shift 7.00 am to 7.30 pm Monday to Friday	PM Shift 7.30 pm to 7.00 am Monday to Friday	Saturday	Sunday	Public Holiday
<b>Domestic Assistance</b>	Domestic assistance includes cleaning and household tasks like helping to make beds, ironing, laundry, dusting, vacuuming, and mopping.	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
		Short Visit*	\$37.00	\$41.00	\$49.00	\$55.00	\$64.00
<b>Personal Care and Support</b>	Personal care and support services may include help with bathing, showering, toileting, dressing/undressing, getting in and out of bed, washing and drying hair, shaving, prompting and assisting you to take your medication.	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
		Short Visit*	\$37.00	\$41.00	\$49.00	\$55.00	\$64.00
<b>Transport</b>	<p>A support worker can assist you to attend appointments, visit the hairdresser or visit family and friends.</p> <p>The support worker can drop you off and pick you up or can also attend the appointment with you if you wish.</p> <p>A support worker can also take you to a social outing or activity that you wish to attend.</p>	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
		Short Visit*	\$37.00	\$41.00	\$49.00	\$55.00	\$64.00
<b>Shopping</b>	A support worker can take you shopping or can go to the shop on your behalf.	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
		Short Visit*	\$37.00	\$41.00	\$49.00	\$55.00	\$64.00

Service Type	Service Activities	Rate	AM Shift	PM Shift	Saturday	Sunday	Public Holiday
			7.00 am to 7.30 pm Monday to Friday	7.30 pm to 7.00 am Monday to Friday			
<b>Nutrition, Hydration, Meal Preparation and Support</b>	A support worker can assist you with preparing your breakfast, lunch and/or dinner including those of you who may have special diets for health, religious, cultural or other reasons. A support worker can assist you with cooking your meal or can prepare the meal for you. Assistance can also be provided with using cutlery and eating aids and with actual feeding if required.	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
		Short Visit*	\$37.00	\$41.00	\$49.00	\$55.00	\$64.00
<b>Nursing Care and Support – Registered Nurse</b>	Nursing services may include wound care and management, medication administration such as assisting you to take medication, general health and other assessments, certain medical tests including blood pressure, and support with dementia. The cost of items associated with nursing care, eg bandages, dressing and skin emollients for wound care will be charged separately at cost to your Home Care Package.	Hourly	\$90.00	\$96.00	\$122.00	\$140.00	\$162.00
		Short Visit*	\$54.00	\$58.00	\$73.00	\$84.00	\$97.00
<b>Nursing Care and Support – Enrolled Nurse</b>	Nursing services may include wound care and management, medication administration such as assisting you to take medication, general health assessments, certain medical tests including blood pressure. The cost of items associated with nursing care, eg bandages for wound care will be charged separately at cost to your Home Care Package.	Hourly	\$70.00	\$77.00	\$94.00	\$106.00	\$122.00
		Short Visit*	\$42.00	\$46.00	\$57.00	\$64.00	\$73.00
<b>Garden Maintenance</b>	Garden maintenance services can include help with light weeding, watering, light pruning, irrigation, lawn mowing, small planting and minor garden maintenance.	Hourly**	\$63.00	Price on Request	Price on Request	Price on Request	Price on Request

<b>Service Type</b>	<b>Service Activities</b>	<b>Rate</b>	<b>AM Shift 7.00 am to 7.30 pm Monday to Friday</b>	<b>PM Shift 7.30 pm to 7.00 am Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public Holiday</b>
<b>Home Maintenance</b>	Home Maintenance may include installation of handrails, paving, flyscreens repairs, light globes replacement, smoke detectors installation (not hard wired), high pressure cleaning, ceiling fan/AC cleaning and other general maintenance. Where applicable, quotes may be provided for approval by the customer prior to any activities commencing.	Hourly**	\$63.00	Price on Request	Price on Request	Price on Request	Price on Request
<b>In Home Respite</b>	A care worker supporting you in your home for a short period of time, for example, when your carer is away or unavailable.	Hourly	\$62.00	\$68.00	\$82.00	\$92.00	\$106.00
<b>In Home Exercise Programs</b>	With the assistance of a Therapy Assistant you can receive support from a qualified instructor for your in home exercise program to maintain your ongoing health and wellbeing.	Hourly	\$62.00	N/A	N/A	N/A	N/A
<b>Social Outings and Activities</b>	There are many activities and groups that you can attend at a small cost. You can attend an exercise group that will provide you with a social activity whilst also improving your health and wellbeing. You can get to these groups on your own or a support worker can pick you up and drop you back home again. A support worker can also take you out to an event or activity of your choice.	<p>Refer to Therapy and Wellness Service Price List</p> <p>If a support worker picks you up and returns you to your home, or takes you to an event, there will be an additional transport cost above the cost of the social outing or activity. Refer to Travel Cost below for this price.</p>					

Service Type	Service Activities	Price
<b>Aids and Equipment</b>	<p>There are many items of equipment that you can purchase or rent on a short or long term basis to assist you at home. These include wheelchairs, handrails in the bathroom and toilet, ramps out the back if you have steps, a walker, toilet seat raiser, shower chair or something else that can assist you in your home.</p> <p>There are continence aids and equipment that you can purchase to assist in managing continence, eg commode chairs, disposable pads.</p>	Price on request
<b>Sleepover - Active</b>	A support worker can be present in your home to provide support during the evening. This can be provided as respite, palliative care or other purpose. This is active duty for a support worker.	Price on Request
<b>Sleepover - Passive</b>	A support worker can be present in your home to provide support if required. This can be provided as part of respite, palliative care or other purpose. This is non-active duty for a support worker with the potential for active duty if required.	Price on Request
<b>Palliative Care</b>	Care is provided for those with life limiting illness.	Refer to relevant service type quoted above
<b>On Call 24/7 Emergency Support</b>	We are only a phone call away any time out of normal business hours if you have an emergency.	This service is included as part of the Care Management fee.
<b>Therapy &amp; Wellness services - In House</b>	<p>Alwyndor provides in-house therapy and wellness services that include group classes, Podiatry, Physiotherapy, Occupational Therapy and Speech Pathology.</p> <p>These services are provided to assist you with rehabilitation following an incident, helping you to maintain ongoing health and wellbeing, or to assist in determining appropriate changes that may need to be made to help you to continue to live independently as long as you can.</p>	Refer to Therapy & Wellness pricelist on Alwyndor website.
<b>Therapy &amp; Wellness services – External Provider</b>	If you choose to use a third party provider for any therapy and wellness services, you will be charged the price of that provider plus a third party surcharge.	Price as per third party provider plus 10% surcharge.

<b>Care and Package Management</b>		<b>Level 1 HCP</b>	<b>Level 2 HCP</b>	<b>Level 3 HCP</b>	<b>Level 4 HCP</b>
Basic Daily Fee (as at 1 July 2021 - subject to change)	Per day	\$9.72	\$10.28	\$10.57	\$10.85
Care Management – Fully managed by Alwyndor	Per fortnight	\$60	\$105	\$196	\$287
Package Management Fee	Per fortnight	\$31	\$56	\$98	\$140

<b>Other Fees</b>	
Exit Fee	\$550
Third Party Surcharge <i>A 10% surcharge applies to all non Alwyndor services and consumables requested by the client including expense reimbursements.</i>	10% (maximum \$300 surcharge per invoice)
Travel cost during a visit	\$1.00 per kilometre

### **ALWYNDOR'S CONDITIONS OF SERVICE**

The above service rates apply to Support at Home Services provided by Alwyndor staff or sub-contracted agency staff. Where Alwyndor is unable to provide its own staff for a shift or period of shifts, Alwyndor reserves the right to engage an agency to fill these shifts. The rates for services provided by an agency will be at the same rates as listed in this Schedule.

Cancellation: At least 24 hours' notice must be given for cancellations or a cancellation fee may apply. The full cost of the service will apply if less than 2 hours' notice is provided.

\*Short Visit rate is a flat rate for 30 minutes or less

\*\*Hourly rate is a minimum of 1 hour with the 1 hour charge includes travel time.