

Understanding fees & charges

As your Home Care provider, it's our job to set up your care plan to help you achieve your goals and manage and maintain the quality of your services.



Our role includes care and package management, quality and regulatory standards management and ensuring you receive the support you need to live well and independently at home.

What we do:

Care management

- Initial care planning
- Service coordination
- Rostering/scheduling
- Formal care reviews
- Help with funding level increases
- Budget management
- Invoicing & claims
- Monthly statements
- Compliance & regulatory standards
- Incident management

Support & Services

- Support staff to help with daily activities
- Medication support services
- Nursing & allied health services
- Home maintenance & safety

How will fees & charges work under Support At Home?

Under Support At Home all providers will charge up to 10% of your quarterly HCP budget for Care Management, to support your care planning and service coordination.

Package Management, which covers administration and compliance matters will no longer be charged. Instead, providers will include the costs associated with this work as part of hourly service rates.

This user-pays system means you'll only pay for invoice claims and admin on the services you use.

You can learn more about Support At Home fees & charges using our Support At Home factsheets for Grandfathered clients (approved for a HCP prior to 12 Sept 2024) and Transitional clients (approved for HCP between 12 Sept 2024 and 31 October 2025).

How are you charged for support services & care?

Under Support at Home, you pay up to 10% of your quarterly budget for care management. Then, an all inclusive hourly rate for any services you use.

This includes support workers helping with daily activities, personal care, meal preparation and more – as well as allied health services, nursing, home maintenance services, safety equipment and more. A good care manager ensures you have the right mix of help and services to get the most from your package to improve life at home.

How support worker fees are used to ensure the quality of your care

Most of the fees for your support workers are reinvested back into your team through wages, superannuation, training, travel costs and insurances. Our investment into our own staff means you enjoy the same familiar faces each time we're there to help from highly trained and well supported care professionals.

- 47% Wages
- 10% Superannuation
- 7% Travel & mileage costs
- 5% Training, meetings & breaks
- 25% Insurance, technology, PPE & business support

47%

Employee wage (Casual level 3)

25%

Business Support, Technology, Consumables, PPE & Insurance

Superannuation, Payroll & other on-costs 10%

Travel time & Mileage 7%

Training, Meeting & Breaks 5%



Why not speak
to our friendly
Home Care
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