

Rates and Fees

Effective from 1st November, 2025



Care Management is a compulsory part of the Support at Home Program and encompasses activities that contribute to the overall safety, wellbeing, health and quality of life of an older person.

Care Management Fees

As part of the Support at Home program, 10% of each participant's quarterly budget will now go towards care management. This means that every three months, 10% of your total budget will be set aside to help plan, organise, and adjust your care as your needs change.

Instead of each person having a separate amount for care management, the funds from all participants at each service provider will be pooled together.

This pooled funding model for care management allows providers to take a more flexible and responsive approach to meet the changing care needs of participants.

At Lutheran Homes Group, the hourly rate for care management is **\$120 per hour**.

Care Management involves initial and ongoing:

- Care planning
- Service planning and coordination
- Development, review and evaluation of a participant's care plan and quarterly budget
- Monitoring of services provided
- Provision of information and education about the participant's care and services
- Support to connect to health and other services when needed

Clinical Services

Clinical Services are specialised types of support that help you maintain or regain your functional and cognitive abilities. These services are provided or overseen by qualified health professionals, such as physiotherapists or nurses, who use proven methods to prevent, treat and manage health conditions.

These services are fully funded through your Support at Home budget.

Nursing Services

Nursing Services are delivered by our Registered Nurses and Enrolled Nurses and Nursing Assistants (for Medication Administration).

Please note that some specialised nursing services may require a third-party service provider. If this is the case, Lutheran Homes Group will discuss this with you and agree upon a price.

Services Include:

- Wound care
- Contenance management
- Catheter care
- Pain assessment
- Blood pressure monitoring
- Holistic health assessment and reviews
- Management of chronic conditions

	MON-FRI 7AM - 5PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$180	\$222	\$266	\$289	\$216
30 min Rate	\$120	\$149	\$176	\$194	\$145

- Charges apply for additional documentation or referrals completed by the nurse. This is charged at \$30 per 20 minutes
- Does not include wound and continence care related products, these are charged separately

Medication Management

Medication management is provided by Lutheran Homes Group, unless otherwise agreed.

Services Include:

- Medication administration

SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
30 min Rate	\$70	\$85	\$102	\$112	\$85

- An assessment conducted by a Registered Nurse is required for medication management services

Allied Health and Therapy Services

Internal Allied Health services include:

- Physiotherapy
- Occupational Therapy
- Dietitian
- Allied Health Assistant
- Health and Wellness Groups

Please note that other allied health services may require a third-party service provider. If this the case, Lutheran Homes Group will discuss this with you and agree upon a price.

These services will be fully funded by your Support at Home budget.

	OCCUPATIONAL THERAPIST	PHYSIOTHERAPIST	DIETITIAN	ALLIED HEALTH ASSISTANT
Hourly Rate	\$215	\$195	\$215	\$130
30 min rate	\$144	\$140	\$144	\$70

- Charges apply for additional documentation, letters and referrals completed by the therapist. This is charged at \$36 per 10 minutes.
- We have a list of brokered services providers who are able to deliver additional Allied Health and Therapy services including; Podiatry, Speech Pathology, Dietetics, and Exercise Physiology.

Health and Wellness Groups

GROUP TYPE	COST PER HOUR
Exercise Group – such as the Day Therapy Center (Glynde), or Community Centre (Hope Valley)	\$38 per hour

Each consumer attending an exercise group is required to undertake an assessment with an Occupational Therapist or Physiotherapist prior to the commencement of a group to determine suitability of the group and assist with the development of consumer goals.

Independence Services

Independence Services are supports delivered to older people to help them manage activities of daily living, and the loss of skills required to live independently.

Personal Care

Personal Care services are provided by our staff, unless otherwise agreed.

Services Include:

- Assistance with self care and activities of daily living
- Assistance with the self administration of medication
- Continence management (non-clinical)

SUPPORT WORKER	MON-FRI 6AM – 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$110	\$128	\$155	\$174	\$128
30 min Rate	\$68	\$85	\$102	\$112	\$85

Social Support and Community Engagement

These services are provided by our staff, unless otherwise agreed.

Services Include:

- Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs

SUPPORT WORKER	MON-FRI 6AM – 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$110	\$128	\$155	\$174	\$128
30 min Rate	\$68	\$85	\$102	\$112	\$85

Group Social Support

GROUP TYPE	COST PER HOUR	COST PER SESSION
Out to Lunch Program	\$12.50 per hour (a separate fee for the raw food component is payable)	\$25
Social Groups	\$19 per hour	\$38
Bus Trips	\$34 per hour	

Therapeutic Services for Independent Living

Therapeutic Services such as remedial massage are delivered by an approved third-party provider. Lutheran Homes Group will discuss with you and agree individually on a rate.

Transport

TRIP TYPE	DISTANCE	PRICE
Retirement Living Village	Within an LHG Retirement Living Village	\$36
Short Trip	0–5km	\$60
Medium Trip	6–10km	\$110
Long Trip	11–15km	\$160
Extra Long Trip	16–20km	\$210

- Direct with Lutheran Homes Group
- Indirect (with a cab-charge card)

The prices listed are for direct transport with a Lutheran Homes group staff member.

Indirect transport (through a cab-charge card) is also available and will be discussed with your dedicated coordinator/care partner

Everyday Living Services

Everyday Living Support assists older people to keep their home in a livable state, in order to enable them to stay independent in their homes.

Domestic Assistance

We have a dedicated team of domestic assistance staff who are able to support you with the following services.

Services Include:

- General house cleaning
- Laundry services
- Shopping assistance

SUPPORT WORKER	MON-FRI 8AM - 5PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$105	\$129	\$162	\$171	\$128
30 min Rate	\$68	\$85	\$102	\$112	\$85

- Services are provided by our cleaning or domestic staff
- Additional cleaning services can be requested and individually agreed upon

Home Maintenance and Repairs

We have an internal and external network of compliant providers of gardening and minor home maintenance.

Services Include:

- Gardening
- Lawn mowing
- Weeding and pruning
- Minor home maintenance

	MON-FRI 8AM - 5PM
Hourly Rate	\$105
30 min Rate	\$70

- Not available on weekends, public holidays or after hours

Meals

Services Include:

- Meal preparation
- Meal delivery*

*Please note, this is available through the Support at Home Program.

Please discuss this with your dedicated coordinator/ care partner.

SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$110	\$129	\$162	\$171	\$128
30 min Rate	\$68	\$85	\$102	\$112	\$85

Cancellation Policy:

The notice period for cancellations is 24 hours unless otherwise stated.

The cancellation cost is the full cost of the scheduled service.

Brokered Service:

Lutheran Homes Group has variety of compliant brokered services providers.

If you would like to receive a service not listed, or service through an external provider, Lutheran Homes Group will endeavor to complete a Brokerage Agreement to support your assessed care need.