

Rates and Fees

Effective from 13 July, 2026



Care Management is a mandatory component of the Support at Home Program, designed to support an older person's safety, wellbeing, health and quality of life.

Care Management Funding

Under the Support at Home program, 10% of each participant's quarterly budget is allocated to care management. These funds are pooled across all participants with the provider, enabling a flexible and responsive approach to meeting changing care needs.

What Care Management Includes

Care management supports both initial and ongoing care through:

- Care planning
- Service coordination
- Development, review and evaluation of a participant's care plans and quarterly budgets
- Monitoring and review of services
- Information, education and guidance about care and services
- Assistance to access health and community services as needed

At Lutheran Homes Group, the hourly rate for care management is applied for the above activities, and drawn from the pooled fund at:

\$120 per hour from a Care Partner and

\$150 per hour from a Clinical Care Partner

The rates in this document reflect the full cost of service delivery, including labour, administration, transport, and other associated costs unless otherwise stated.

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.

Clinical services approved in your Support at Home support plan are fully funded through your Support at Home budget, in line with program rules and any applicable contribution arrangements.

Nursing Services

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

Services Include:

- Wound care
- Continence 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

- Charges may apply for additional documentation or referrals completed by the nurse where these activities are not already included in the agreed service price. This is charged at \$30 per 15 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
This assessment will take 1 hour.

Allied Health and Therapy Services

Internal Allied Health services include:

- Physiotherapy – could be used for 1:1 treatments, exercise plans, prescriptions for mobility equipment
- Occupational Therapy – can be for assessments, prescriptions, and around function & developing goals of care
- Allied Health Assistant – deliver exercises prescribed by a physiotherapist or occupational therapist
- Health and Wellness Groups – there are many options for clients to attend fitness groups at our Glynde or Hope Valley sites

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 on the price before the services is arranged. These services will be fully funded by your Support at Home budget.

	OCCUPATIONAL THERAPIST	PHYSIOTHERAPIST	ALLIED HEALTH ASSISTANT
Hourly Rate	\$215	\$195	\$130

- Charges apply for additional documentation, letters and referrals completed by the therapist. This is charged at \$36 per 15 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. The price for these services will be individually negotiated with you and a price agreed.

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	\$115	\$190	\$204	\$224	\$190

- 15-minute medication administration services are available to clients residing within an LHG Retirement Living Village. Please speak with your Care Partner about organising this service.

Social Support and Community Engagement

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

Services Include:

- Individual social support - could be used for going shopping, or a visit at home doing an activity you want to do
- Accompanied activities - could be used for being taken to an appointment
- Cultural support - could be used for being taken to church/cultural activities
- Digital education and support - could be used for support with setting up devices, or working with you to access systems such as MyAgedCare or Services Australia
- 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	\$115	\$128	\$155	\$174	\$128

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 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	\$110	\$129	\$162	\$171	\$128

- 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	\$110

- Not available on weekends, public holidays or after hours

Meals

MEAL DELIVERY	UNIT COST
Delivered meal	\$16.82

MEAL PREPARATION BY A SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$110	\$129	\$162	\$171	\$128

Services Include:

- Meal preparation - this is done by a worker coming to your home and cooking with you & your ingredients
- Meal delivery - this is through a variety of external service providers. Please discuss with your options with your Care Partner

Cancellation Policy:

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

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

External Brokered Service:

Lutheran Homes Group has a variety of compliant brokered service providers, and may use third-party workers.

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

The quoted price for these services will include the third-party service cost and any applicable overheads, and are agreed upon with the client or their representative before being incorporated into the client service agreement. This agreement will be reviewed in line with the service agreement review cycle.