

# Types of Services You Can Access

## Clinical Care

Care from qualified health professionals, including:

- Nursing
- Allied Health
- Nutrition
- Care Management
- Wound Care
- Dietitian
- Exercise Physiology
- Podiatry
- Social Worker
- Speech Pathology
- Occupational Therapy
- Restorative Care Management
- Medication Administration

## Independence

Help with household tasks and staying safe at home:

- Personal Care
- Social Support
- Therapeutic Services
- Respite
- Transport
- Assistive Technology
- Home Modifications
- Social Support Group
- Continence Management

## Everyday Living

Services that support mobility, personal care and connection:

- Domestic Assistance
- Home Maintenance and Repairs
- Meal Preparation and Support
- Light Gardening
- Light Domestic Assistance
- Laundry Assistance
- Minor Home Modifications and Repairs

If you need a service not listed here, like equipment, mobility aids or home modifications, your Care Partner can help you explore your options and approve costs.

## Questions?

We're here to help. Our Customer Contact Team can walk you through your options and help you get started.

# Suncare Community Hubs

### BUNDABERG

81 Barolin Street, Bundaberg South, QLD 4670

### SUNSHINE COAST

2-8 George Street, Maroochydore, QLD 4558

### NORTH LAKES

38 Torres Crescent, North Lakes, QLD 4509

### GYMPIE

1/2-4 Horseshoe Bend, Gympie, QLD 4570

### HERVEY BAY

200 Boat Harbour Drive, Pialba, QLD 4655

### ROCKHAMPTON

80 Denham Street, Rockhampton City, QLD 4701

### CALL US

1800 786 227

### EMAIL

info@suncare.org.au

### VISIT OUR WEBSITE

www.suncare.org.au



EFFECTIVE FROM 1ST NOVEMBER 2025

# Support at Home

## Pricing Schedule



# At Suncare, we’re here to help you live safely, independently, and confidently in your own home.

With over 50 years of experience, we’ve built a reputation for delivering high quality, person centred care. Whether it’s help with your health, your home, or staying socially connected, we’re by your side.

### What is Support at Home?

From 1 November 2025, the Australian Government’s new Support at Home program will replace Home Care Packages and Short Term Restorative Care (STRC). Under this new model, your services are funded quarterly based on your assessed care needs and you only pay for the services you use. Your **Care Partner** will work closely with you to build your care plan, explain your service options, and make sure your care meets your needs.



## How Pricing Works Under Support at Home

- Under the new system:
- There are no daily fees or package management charges.
  - You’ll only pay a fixed price for each service you receive.
  - Our pricing includes all service costs – admin, travel, training, and support.
- You’ll receive a monthly statement showing what services were delivered, what they cost, and how much of your budget was used.

## Understanding Care Management

When you’re receiving ongoing care through Support at Home, 10% of your quarterly budget is set aside for “Care Management.” This helps fund the time your provider spends supporting and coordinating your care behind the scenes.

This 10% is built into your overall budget and is not an extra charge to you.

### What does it cover?

- Care Management includes things like:
- ✓ Helping you plan and update your care
  - ✓ Making sure your services match your needs and goals
  - ✓ Coordinating appointments or referrals
  - ✓ Checking in and responding to changes in your health or circumstances
- You’ll see Care Management activities included in your monthly statement, just like other services, so you can stay informed and in control.

## Flexible Fee for Service Options

At Suncare, we also offer flexible fee-for-service options to help you get the support you need, when and how you need it. All Fee for Service prices are aligned with our Support at Home pricing.

## Fixed Price Services

Some supports like specialty cleaning, equipment trials, customised transport solutions, or therapy assessments are offered at a fixed or quoted rate. You’ll always be given the details and asked to approve the cost before anything goes ahead.

## Cancellations

Need to make a change? We understand that plans can shift. To avoid a cancellation fee, please provide at least 2 business days notice. Cancellations made with less than 2 business days notice will be charged at the full service rate.

## Using a Third-Party Provider

If we engage a third-party provider on your behalf, their services will be billed at Suncare’s standard hourly rate.

## Fee Schedule

COMMON SERVICES Per Hour	STANDARD HOURS 6am – 8pm	NON-STANDARD HOURS 8pm – 6am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Domestic Assistance	\$120.00	\$144.00	\$180.00	\$240.00	\$300.00
Personal Care					
In-Home Respite					
Social Support	\$130.00	\$156.00	\$195.00	\$260.00	\$325.00
Home Maintenance					
Light Gardening					
Registered Nurse	\$200.00	\$240.00	\$300.00	\$400.00	\$500.00
Enrolled Nurse	\$180.00	\$216.00	\$270.00	\$360.00	\$450.00
Assistant in Nursing					
Allied Health Assistant	\$160.00	\$192.00	\$240.00	\$320.00	\$400.00
Allied Health Services					
Occupational Therapist	\$235.00	\$282.00	\$353.00	\$470.00	\$588.00
Physiotherapist					
Allied Health Group	\$80.00	\$96.00	\$120.00	\$160.00	\$200.00
Social Support Group	from \$10.00	from \$10.00	from \$10.00	from \$10.00	from \$10.00

All services are charged with a minimum of 1 hour per visit. If your service goes beyond the scheduled time, additional time will be billed in increments, rounded up to the next 15-minute interval. We’ll always do our best to deliver services efficiently and keep you informed of any changes to your scheduled support.

## Meals on Wheels

ITEM	TOTAL VALUE
Soup	\$2.80
Main Course	\$10.00
Dessert	\$2.80
Package	\$15.00

Prices vary depending on the size and type of meal selected.



## Understanding Your Contribution

Everyone receiving aged care under Support at Home may need to make a contribution to some services. The amount depends on:

1. The type of service.
2. Your financial situation.

## Contribution Examples

SERVICE CATEGORY	FULL PENSIONER	PART PENSIONER	SELF-FUNDED RETIREE
Clinical	0%	0%	0%
Independence	5%	5–50%	50%
Everyday Living	17.5%	17.5–80%	80%

If you don’t complete an income and assets assessment with Services Australia, the maximum contribution rates will apply. If you’re unsure or feeling overwhelmed, your Suncare team is here to support you.