



UNITINGSA

SUPPORT AT HOME PRICING SCHEDULE: RIVERLAND

Effective 1 November 2025

UnitingSA is your local, not-for-profit home care provider with over 30 years of aged care experience in the Riverland. We deliver reliable support at home services, just the way you like it. Here's what you need to know when referring to our Pricing Schedule:

What do these prices include?

The price for a Support at Home service will reflect the entire cost of delivering that service, including administrative costs and transport (e.g. travel costs to visit you). Additional costs may be incurred for indirect service activities relating to Clinical Care (e.g. nursing and allied health). A minimum charge per visit applies to all services. We can't – and won't – change your service provision or fees without talking to you.

What is care management?

Care management ensures you receive the right support when you need it. Our team work closely with you to create and review your care plan, coordinate and schedule high-quality services, and conduct regular health checks. 10% of your quarterly budget is set aside for us to deliver care management (the fee is capped at 10% for all providers).

What is a client contribution?

Client contributions apply under the Support at Home program. Your Support at Home individual contribution rates will be set and communicated to you by Services Australia based on your individual financial situation.

The Government covers 100% of all **Clinical Care** services, but you will be required to contribute towards non-clinical services for **Independence** and **Everyday Living**. Your contribution will be a percentage of the price of the relevant service.

What if I need to cancel?

UnitingSA requires 24 hours notice for all service cancellations. If a cancellation is made within 24 hours of a scheduled service, you will be charged at 100% of the service price. If you are not present at the time of a scheduled service and have not provided us with 24 hours notice of cancellation, you will be charged at 100% of the service price.

Need more information?

Call our friendly Care Connect team on **(08) 8448 6280** or email us at homecare@unitingsa.com.au. We're available to chat Monday to Friday, 9am-5pm.

| Contribution Category | Service* | Unit | Minimum Price Minimum charge is for 30 minutes | Standard Price Standard hours are 7am to 5pm (Mon-Fri) | After Hours 5pm to 7pm (Mon-Fri) | Saturday | Sunday | Public Holidays |
|-----------------------|---|----------|--|---|-------------------------------------|----------|----------|-----------------|
| Clinical Care** | Nursing Services | per hour | \$122.50 | \$175.00 | \$206.00 | \$222.00 | \$228.00 | \$241.00 |
| | Allied Health Services (e.g. Podiatry, Physiotherapy, Occupational Therapy) | per hour | <i>Some services listed may be delivered by an associated or third-party provider. Where this occurs, pricing will be negotiated and agreed with you prior to the service being arranged, in accordance with Clause 25 of our Support at Home Service Agreement. No service will be engaged without your prior approval of the agreed price.</i> | | | | | |
| Independence | Personal Care | per hour | \$80.50 | \$115.00 | \$138.00 | \$143.00 | \$149.00 | \$160.00 |
| | Group Social Support | per hour | \$29.00 | \$29.00 | NA | NA | NA | NA |
| | Individual Social Support | per hour | \$80.50 | \$115.00 | \$138.00 | \$143.00 | \$149.00 | \$160.00 |
| | Accompanied Activities | per hour | \$87.50 | \$125.00 | \$146.00 | \$157.00 | \$161.00 | \$170.00 |
| | Respite Care | per hour | \$80.50 | \$115.00 | NA | NA | NA | NA |
| | Transport | per trip | 1-10 km = \$80 11-20km = \$90 21-30+km = \$100 | | | | | |
| Everyday Living | Domestic Assistance | per hour | \$73.50 | \$105.00 | \$130.00 | \$143.00 | \$149.00 | \$160.00 |
| | Shopping Assistance | per hour | \$80.50 | \$115.00 | \$146.00 | \$157.00 | \$161.00 | \$170.00 |
| | Gardening/Assistance with Home Maintenance and Repairs | per hour | <i>Some services listed may be delivered by an associated or third-party provider. Where this occurs, pricing will be negotiated and agreed with you prior to the service being arranged, in accordance with Clause 25 of our Support at Home Service Agreement. No service will be engaged without your prior approval of the agreed price.</i> | | | | | |
| | Meal Preparation | per hour | \$73.50 | \$105.00 | NA | NA | NA | NA |

*Some services are delivered by third party providers.

**Additional costs may be incurred for indirect service delivery/activities including documentation, coordination, and service planning such as writing progress notes, preparing reports, attending case conferences, developing care plans, and designing clinical programs or training supports. These activities support the delivery and continuity of high-quality client care.

Minimum charge for allied health services is 1 hour. If you require alternative allied health services please speak to your Care Partner for availability and pricing.