



# Support at Home Fee Schedule

Effective From 1st July 2026.

SERVICE TYPE	SERVICE	AVAILABILITY	COST	
Clinical Supports	<b>Nursing</b> Registered Nurse Enrolled Nurse Nursing Assistance Nursing Care Consumables	Weekday Weekday	<b>Half Hour</b> \$109.20 N/A N/A	<b>Hour</b> \$166.00 \$145.50 \$114.00 Quoted
	<b>Allied Health and other therapeutic services</b> Counsellor or Psychotherapist Dietitian or Nutritionist Exercise Physiologist Occupational Therapist Physiotherapist Podiatrist Speech Pathologist Music Therapist Allied Health Therapy Assistant Hydrotherapy Group Exercise Classes			<b>Hour</b> \$220.00 \$220.00 \$220.00 \$220.00 \$220.00 \$220.00 \$220.00 \$220.00 \$124.50 \$72.00 \$52.00
	<b>Nutrition</b> Prescribed Nutrition			<b>Hour</b> \$205.50
	<b>Care Management Fee</b> Home Support Care Management			<b>Hour</b> \$124.50
	Everyday Living	<b>Domestic Assistance</b> General Household Cleaning Laundry Services Shopping Assistance	Weekday	<b>Half Hour</b> N/A N/A N/A
<b>Home Maintenance and Repairs</b> Gardening Assistance with home maintenance and repairs (inc. gutters & window cleaning)			<b>Half Hour</b> N/A N/A	<b>Hour</b> \$112.00 Quoted
<b>Meals</b> Meal Preparation Meal Delivery		Weekday	<b>Half Hour</b> N/A	<b>Hour</b> \$101.50 Quoted / meal

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SERVICE TYPE	SERVICE	AVAILABILITY	COST	
			Half Hour	Hour
Independence	<b>Personal Care</b> Assistance with self-care and activities of daily living	Weekday <b>Minimum hour service:</b> Weekday Evening Saturday Sunday Public Holiday	\$70.70 N/A N/A N/A N/A	\$101.50 \$114.50 \$152.50 \$180.50 \$226.00
	Assistance with self-administration of medication	Weekday	\$70.70	\$101.50
	<b>Social Support and Community Engagement</b> Accompanied Activities	Weekday <b>Minimum hour service:</b> Weekday Evening Saturday Sunday Public Holiday	N/A N/A N/A N/A	\$118.50 \$131.50 \$169.50 \$197.50 \$242.50
	Social Support Group	Weekday	N/A	\$39.50
	<b>Only available Mid North Coast:</b> Centre Based Activities		N/A	\$25.00
	<b>Respite</b> Respite Care	Weekday <b>Minimum hour service:</b> Weekday Evening Saturday Sunday Public Holiday	\$68.00 N/A N/A N/A N/A	\$101.50 \$114.50 \$152.50 \$180.50 \$226.00
	<b>Therapeutic Services for Independent Living</b> Chiropractor Remedial Masseuse Osteopath		N/A N/A N/A	\$205.50 \$205.50 \$205.50
	<b>Transport</b> Direct Transport - Up to 10kms Direct Transport - 11 - 50kms Direct Transport - 51 - 100kms Direct Transport >100kms as quoted @\$2.50/km Indirect Transport (e.g. Taxi)			<b>Per Trip</b> \$55.00 \$75.00 \$95.00 Quoted Quoted
	<b>Assistive Technology and Home Modifications</b> Assistive Technology			<b>Cost</b> Quoted Plus up to 10% admin charge, max of \$500
	Home Modifications			Quoted plus up to 15% admin charge, max of \$1500

All Quotes are GST exclusive.

If a service that you are looking for is not stated, please contact your Care Partner team to discuss your individual needs.

## PARTICIPANT CONTRIBUTIONS

From 1st of November 2025, Support at Home participants will contribute to the cost of some services. Contributions will be charged based on the services received. The contribution charged is a set percentage, determined by your income and assets.

Age Pension status	Clinical Care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

Cancellations	Per shift	
More than 24 hours' notice	No charge	<ul style="list-style-type: none"> <li>• Genuine emergencies excepted</li> <li>• Cancellation fees may be waived at Kirinari's discretion</li> </ul>
Less than 24 hours' notice	Full Cost of Shift	
<b>No-Show</b> No cancellation, staff attend for service, customer not in attendance	<b>Per shift</b> Full Cost of Shift	<ul style="list-style-type: none"> <li>• Genuine emergencies excepted</li> <li>• No Show fees may be waived at Kirinari's discretion</li> </ul>

\*Grandfathering arrangements apply to HCP care recipients who were deemed eligible on 12 September 2024 or prior.

All Quotes are GST exclusive.

If a service that you are looking for is not stated, please contact your Care Partner team to discuss your individual needs.

## **PUBLIC HOLIDAYS**

Gazetted Public holidays are governed by the National Employment Standards (NES) and the Modern Social Community Home Care and Disability Services (SCHADS) Industry Award 2010. These instruments define the terms and conditions under which Kirinari Home Care staff are employed and identify public holidays for which staff must be paid penalty rates.

## **SERVICES**

### **Domestic Assistance**

Domestic Assistance is provided between the hours of 6.00am – 8.00pm on weekdays.

- The minimum service duration is one hour, with the option to increase in 30-minute blocks (e.g., 1.5 hours, 2 hours, 2.5 hours, etc.).
- Evening, weekend, and public holiday services are provided in one-hour blocks only and incur the relevant after-hours, weekend, or public holiday rates.

### **Welfare check**

Welfare Checks are available on weekdays only, with a 30-minute minimum service, which includes medication prompting. On weekends, Welfare Checks are provided in one-hour blocks and incur weekend rates.

### **Personal Care**

- Personal Care is provided between the hours of 6.00am – 8.00pm on weekdays.
- The minimum service duration is 30 minutes, with the option to increase in 30-minute blocks (e.g., 1 hour, 1.5 hours, 2 hours, etc.).
- On weekdays between 8.00pm – 10.00pm, Personal Care services are provided in one-hour blocks only.
- All evening, weekend, and public holiday services are provided in one-hour blocks only and incur the relevant rates.

## **GOODS & SERVICES TAX**

Services charged directly to private customers for personal care, domestic home care, respite services and sleepovers are GST exempt; however, private customers are required to pay GST on home & garden maintenance services. All services brokered to Kirinari by other agencies will be subject to GST.

## **ON-CALL**

Kirinari operates an after-hours on-call service for agencies, customers and staff, for contact in the event of an emergency outside office hours. Agencies and customers should contact on-call number **02 6062 4609** to advise of any genuine emergency. Agencies and customers may also use this service out of hours to advise of service cancellations as a result of a genuine emergency. Non-emergency calls should be referred to the main office telephone number **02 6056 6477** between office hours of 9.00am and 5.00pm.

## **CANCELLATIONS**

Agencies and customers are requested to give Kirinari Roster Coordinators at least 24 hours' notice of the cancellation of any of their rostered services. This is because Kirinari staff require a minimum of 24 hours' notice of changes to their rostered hours. Agencies / customers will be billed for the cost of cancelled shifts if inadequate notice has been given. Genuine emergencies can and do happen and will necessitate the cancellation of services from time to time without adequate notice to Kirinari. Cancellation fees can be waived by Kirinari at its sole discretion.

## **NO SHOW**

Where no notification of a service cancellation is received, and staff attended to deliver service, a no-Show fee will be charged. Genuine emergencies excepted.

## **QUESTIONS**

Please contact Kirinari on **1300 547 462** during business hours with any questions.

## **SECURITY STATEMENT**

This Fee Schedule is confidential and contains privileged information. If you are not the intended recipient you must not use, disclose, copy, or distribute this document. Confidentiality and legal privilege attached to this communication are not waived or lost by reason of mistaken or accidental delivery to you. If you have received the document in error, please destroy securely and notify the sender.

The above rates may be subject to change in accordance with applicable industrial instruments, legislative change and service reviews.

## **RATES SUBJECT TO CHANGE**

Please note that rates and fees may be updated periodically to reflect changes in the costs of delivering services. You will be given reasonable notice of any changes to the rates and fees schedule.

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