

ASHAND CARE & SERVICES

SUPPORT AT HOME PRICING SCHEDULE

Effective 01 August 2026 | Version 1.0 | Website and My Aged Care pricing reference

Legal name	Ashand Care and Services Pty Ltd
ABN	90 674 454 856
Provider type	Registered Support at Home provider Nurse-led community care
Office	Unit 16, 3460 Pacific Highway, Springwood QLD 4127
Contact	1300 367 968 admin@ashandcare.com.au ashandcare.com.au
Service areas	Brisbane, Logan, Ipswich, Redlands, Moreton Bay and Gold Coast, subject to workforce availability and approved funding

Pricing promise

We want participants and families to know what a service will cost before it begins. Ashand provides a written service proposal and individualised budget before services commence. The prices below are our most frequently charged public prices for the listed services and include our agreed 10% discount.

1. How Ashand prices are charged

- All listed fixed Ashand prices include the agreed 10% discount already. The displayed price is the final discounted price for the service shown.
- Staff travel to the participant's home is included in the hourly service price. Ashand does not add a separate staff-travel, administration or compliance fee for Ashand-delivered hourly services.
- Direct service prices include the usual costs of safe service delivery, including rostering, supervision, documentation, worker support, administration, compliance and ordinary travel to the participant's home.
- Where a service agreement price is different from the published price, Ashand will explain the reason in the participant's service agreement before the service starts.
- Participant contributions are set by the Australian Government based on the type of service and the participant's circumstances. Ashand does not decide the contribution rate.

Standard service hours and billing blocks

Item	Ashand position
Standard weekday hours	Monday to Friday, 6:00 am to 8:00 pm, excluding public holidays.
After-hours rate	Applies Monday to Friday outside standard weekday hours unless another agreed rate applies.
Weekend/public holiday rate	Saturday, Sunday and Queensland public holiday rates apply as listed. Public holiday rate overrides other rates.
Most direct support services	30-minute minimum booking, then charged in 15-minute blocks.
Nursing and allied health	1-hour minimum booking for direct work, then charged in 15-minute blocks. Related indirect work may be charged in 15-minute blocks only when required, documented and agreed in advance.
Care management	Charged to the care-management account only when care-management activity is delivered and documented. Usually charged in 15-minute blocks.

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Item	Ashand position
Services by quote	Special events, services outside normal service areas, more than 50 km transport, sleepovers, cottage/community respite arrangements, external providers, equipment and home modifications are quoted and agreed before booking.

2. Support worker, domestic and respite services

Personal care and daily living support

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
Personal care	\$81/hr	\$94.50/hr	\$112.50/hr	\$139.50/hr	\$166.50/hr
Medication assistance	\$85.50/hr	\$99/hr	\$117/hr	\$144/hr	\$171/hr
Continence support	\$85.50/hr	\$99/hr	\$117/hr	\$144/hr	\$171/hr

Personal care, medication assistance and continence support are delivered within the participant's approved support plan, care plan and worker scope. Clinical needs will be escalated to nursing staff where required.

Social support and community access

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
Individual social support	\$81/hr	\$94.50/hr	\$112.50/hr	\$139.50/hr	\$166.50/hr
Community access	\$81/hr	\$94.50/hr	\$112.50/hr	\$139.50/hr	\$166.50/hr
Group activities	\$40.50/hr per participant	By quote	By quote	By quote	By quote

Group activities are available at scheduled sessions. Details, transport and any additional agreed costs will be explained before booking.

Help at home and everyday living support

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
Cleaning	\$76.50/hr	\$90/hr	\$108/hr	\$135/hr	\$162/hr
Laundry	\$76.50/hr	\$90/hr	\$108/hr	\$135/hr	\$162/hr
Gardening	\$85.50/hr	\$99/hr	\$117/hr	\$144/hr	\$171/hr
Home maintenance	\$85.50/hr	\$99/hr	\$117/hr	\$144/hr	\$171/hr
Meal preparation	\$81/hr	\$94.50/hr	\$112.50/hr	\$139.50/hr	\$166.50/hr

Everyday living services generally attract the highest participant contribution category. The participant contribution is determined by government and shown in the participant's individualised budget.

In-home respite

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
In-home respite	\$90/hr	\$103.50/hr	\$121.50/hr	\$153/hr	\$180/hr

Ashand provides community-based and in-home respite only, subject to approval, assessed need, staffing availability and service agreement. Ashand does not provide residential aged care.

3. Nursing and allied health

Clinical supports are fully government funded when approved and funding is available. Participant contributions do not apply to approved clinical supports. Nursing and allied health work may include direct face-to-face time and related indirect work when required, documented and agreed in advance.

Nursing

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
Registered nurse	\$148.50/hr	\$166.50/hr	\$198/hr	\$247.50/hr	\$288/hr
Enrolled nurse	\$121.50/hr	\$139.50/hr	\$166.50/hr	\$207/hr	\$243/hr
Nursing assistant	\$99/hr	\$112.50/hr	\$130.50/hr	\$162/hr	\$189/hr

Allied health and therapy

Service	Weekday standard	After hours	Saturday	Sunday	Public holiday
Physiotherapy	\$166.50/hr	\$189/hr	\$220.50/hr	\$270/hr	\$315/hr
Occupational therapy	\$171/hr	\$193.50/hr	\$225/hr	\$279/hr	\$324/hr
Dietitian / exercise physiology	\$166.50/hr	\$189/hr	\$220.50/hr	\$270/hr	\$315/hr
Podiatry	\$144/hr	\$162/hr	\$189/hr	\$234/hr	\$270/hr
Allied health assistant	\$117/hr	\$135/hr	\$157.50/hr	\$189/hr	\$225/hr

Where Ashand arranges an external allied health professional instead of an Ashand-employed or directly contracted practitioner, the external provider rules in section 6 apply.

4. Care management and transport

Care management

Service	Rate	How it is funded and charged
Care management	\$108/hour	Claimed from the Support at Home care-management account only when care-management activity is delivered and documented.
RN-led clinical care management	\$135/hour	Used when clinical oversight, clinical review or RN-led care-management activity is required and documented.

For ongoing Support at Home services, 10% of the quarterly budget is set aside for care management. This is separate from the funding available for direct services. Care management is not charged to the participant as a separate client contribution.

Transport with the participant in the vehicle

Total trip distance	Transport price
0-20 km	\$45 per trip
21-40 km	\$72 per trip
41-50 km	\$90 per trip
More than 50 km	Price agreed in writing before travel

Transport prices apply only when transport is an approved service and an Ashand worker drives the participant. Distance means total kilometres travelled with the participant during the agreed trip. If a support worker is also required during the outing, Ashand will explain and agree the additional support service before it is delivered.

5. External services, purchases, consumables and AT-HM

External services and purchases

Item	Pricing position
External providers or suppliers	Where a participant requests or agrees to an external provider, supplier or contractor, Ashand will provide the total price in writing before booking. Where additional provider oversight, compliance checks, coordination or payment administration is required, an overhead of up to 10% of the external provider's actual cost may apply where permitted. The total price must still be reasonable and will be agreed in writing before the service is arranged.
Consumables	Charged at the agreed purchase cost when the item is approved in the care plan and budget. Consumables are not purchased or claimed unless approved, documented and agreed.
Equipment	A written quote will be provided and agreed before purchase. Assistive Technology and Home Modifications rules apply where relevant.
Services not listed	Quoted and agreed in writing before booking or purchase. The quote will explain what is included and how the price will be charged.

Assistive Technology and Home Modifications (AT-HM)

AT-HM item	Maximum administration / coordination charge where permitted
Assistive technology	Up to 10% of the cost of the assistive technology item, capped at \$500, whichever is lower.
Home modifications	Up to 15% of the cost of the home modification, capped at \$1,500, whichever is lower.
Before purchase	All item costs, prescription costs, wrap-around costs and administration/coordination costs must be agreed and documented before purchase or commencement.

Ashand does not directly undertake specialist AT-HM prescription, equipment supply or building work unless this is specifically agreed and within the participant's approved funding and Ashand's provider scope. Ashand may assist by observing/reporting needs, referring to qualified external professionals, coordinating quotes and documenting agreed arrangements.

6. Cancellations, statements, price review and client protections

Client protections

Area	Ashand position
Written agreement before services	Ashand will agree services, prices, expected frequency and any additional costs with the participant or authorised representative before services begin.
Late cancellations / missed services	A late cancellation is generally less than 2 business days' notice. A missed service or no-show occurs when the participant is not at the agreed place and time. The full agreed service price may be charged where Support at Home requirements are met. Ashand will not charge when reasonable grounds apply and the required information is provided. Full details are in the service agreement.
Monthly statements	Ashand will provide a monthly statement showing services delivered, prices charged, participant contributions where applicable and remaining funds. Ashand will help participants understand their statements.
Individualised budget	Ashand will provide an individualised budget showing approved services, expected costs, participant contribution rate and whether the planned services can remain within available funding.
Price changes	Ashand will discuss any proposed price change before it takes effect. Where a regular price increase clause is included in a service agreement, it will state the date, calculation method and reason for the increase.
Price review and publishing	Published prices will be reviewed at least every 2 months and updated through the required My Aged Care process and Ashand website where required.
Different price from website	If a participant's agreed service agreement price is higher or different from Ashand's published price, the reason will be explained in the service agreement.
Budget risk	If a planned roster is likely to exceed available funding, Ashand will discuss options before additional services are delivered.

7. My Aged Care standard business hour price reference

This table is provided to support consistent entry into the My Aged Care Service and Support Portal. The portal must still be updated directly. A PDF or website link alone does not meet the pricing reporting requirement.

Common standard weekday prices

Service / service item	Standard weekday price
Personal care	\$81/hour
Medication assistance	\$85.50/hour
Continence support	\$85.50/hour
Individual social support	\$81/hour
Community access	\$81/hour
Group activities	\$40.50/hour per participant
Cleaning	\$76.50/hour

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Service / service item	Standard weekday price
Laundry	\$76.50/hour
Gardening	\$85.50/hour
Home maintenance	\$85.50/hour
Meal preparation	\$81/hour
In-home respite	\$90/hour
Registered nurse	\$148.50/hour
Enrolled nurse	\$121.50/hour
Nursing assistant	\$99/hour
Physiotherapy	\$166.50/hour
Occupational therapy	\$171/hour
Dietitian / exercise physiology	\$166.50/hour
Podiatry	\$144/hour
Allied health assistant	\$117/hour
Care management	\$108/hour
RN-led clinical care management	\$135/hour
Transport with participant 0-20 km	\$45/trip
Transport with participant 21-40 km	\$72/trip
Transport with participant 41-50 km	\$90/trip

Contact Ashand Care & Services

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This pricing schedule provides general information about Ashand Care & Services' Support at Home pricing. Final costs depend on the participant's approved services, available funding, service agreement, care plan, individualised budget, participant contribution and any agreed external provider, transport, equipment or AT-HM arrangements. This schedule should be read together with the participant's service agreement, care plan and individualised budget.