

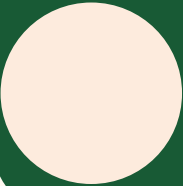
ASHAND CARE & SERVICES

SUPPORT AT HOME PRICING GUIDE

All fixed Ashand prices include our agreed 10% discount.

Effective 1 August 2026

Registered Support at Home provider



Understanding your Ashand prices

We want you and your family to know what a service will cost before it begins. Every fixed Ashand price shown in this guide has been reduced by 10%. The displayed price is the final discounted price for the service shown.

**Staff travel to your home is included in the hourly service price.
We do not add a separate staff-travel, administration or compliance fee.**

How services are charged

Before services begin

We give you a service proposal and individualised budget showing the services, prices and expected frequency.

Minimum booking

Most direct services have a 30-minute minimum. After that, time is charged in 15-minute blocks.

Your contribution

The Australian Government decides whether you contribute to independence or everyday-living services. Clinical supports are fully government funded when approved and funding is available.

From 1 October 2026

Approved personal care services will also be fully government funded when the person has available Support at Home funding.

Private services

If funding is not available, you may choose to purchase additional services privately. We will agree the price with you first.

About “after hours”: Your service agreement will state the standard weekday hours and when the after-hours rate applies. We will confirm the rate when arranging your roster.

Personal care and community support

Hourly prices for support delivered by Ashand workers.

Personal care

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

Social support and community access

Service	Weekday	After hours	Saturday	Sunday	Public holiday
Individual social support	\$81	\$94.50	\$112.50	\$139.50	\$166.50
Community access	\$81	\$94.50	\$112.50	\$139.50	\$166.50

Group activities

\$40.50 per hour

Available at scheduled weekday group sessions. Details and any additional agreed costs will be explained before booking.

Simple example: Two hours of weekday personal care costs $2 \times \$81 = \162 . No separate Ashand administration or staff-travel fee is added.

Help at home and respite

Everyday living support

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

In-home respite

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

Participant contributions may apply.

Everyday living services generally have the highest participant contribution category. Your contribution is set by government, not by Ashand. We will show the estimated contribution in your individualised budget.

Nursing and allied health

Clinical supports are fully government funded when approved and funding is available.

Nursing

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

Allied health

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

For nursing and allied health, related report writing, care planning or other indirect clinical work may be charged separately only when it is required, documented and agreed with you in advance.

Care management and transport

Care management

Service	Rate	How it is funded
Care management	\$108/hour	Claimed from Ashand's pooled care-management account.
RN-led clinical care management	\$135/hour	Used when clinical oversight is required and documented.

For ongoing Support at Home services, government allocates 10% of the quarterly budget to care management. This is separate from the funding available for direct services.

Transport with you in the vehicle

These prices apply only when transport is an approved service and an Ashand worker drives you. Distance means the total kilometres travelled with you during the agreed trip.

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

The transport price includes the vehicle and driver for the agreed trip. If a separate support service is needed during the outing, we will explain and agree that additional service before it is delivered.

Other costs and your protections

External services and purchases

External providers	If we arrange an external allied health professional, meal service, contractor or supplier, we will give you the total price in writing before booking. We do not add a separate percentage coordination fee.
Consumables	Charged at the agreed purchase cost when the item is approved in the care plan and budget.
Equipment	A written quote will be provided and agreed before purchase. Assistive Technology and Home Modifications rules apply where relevant.

Late cancellations and missed services

A late cancellation is generally when less than 2 business days' notice is given. A missed service or "no show" is when the person is not at the agreed place and time. The full agreed service price may be charged where program requirements are met. We will not charge when reasonable grounds apply and the required information is provided. Full details are in the service agreement.

We will always:

- agree prices with you before services start
- give you a monthly statement showing services, prices and remaining funds
- discuss any proposed price change before it takes effect
- help you adjust services if the planned roster will exceed the available budget

Questions? We are happy to explain.

Ashand Care & Services

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All fixed prices shown include a 10% discount and are effective from 1 August 2026. Prices may be reviewed. Support at Home prices must be reasonable, transparent, published and agreed with the participant. This guide should be read with the participant's service agreement, care plan and individualised budget.