Dhelkaya Health



Support at Home Pricing Schedule

Effective from 1 November 2026

Dhelkaya Health

WHO ARE WE?

Dhelkaya Health is an organisation committed to providing quality at home care services that are accessible, affordable and tailored to your individual needs, preferences and lifestyle.

Dhelkaya Health is committed to providing quality Support at Home care services that are accessible, affordable and tailored to your individual needs, preferences and lifestyle.

We deliver our Support at Home package services through a mix of our own staff and trusted providers.

We conduct safety, quality and price fairness checks with all our registered associated providers, ensuring you receive high quality care and value for money.

SERVICES AND RATES*

COMMON SERVICES - HOURLY RATES	STANDARD HOURS	NON-STANDARD HOURS	SATURDAY	SUNDAY	PUBLIC HOLIDAYS
Personal Care – includes help with: showering; toileting; dressing/ undressing, getting in and out of bed; hair washing and medication reminders	$149	$175.50	$216	$216	$256.50
In-Home Respite - whether it's for a day or overnight, our in-home respite means we'll come to you so your loved one can have a break, secure in the knowledge you are being looked after	$149	$175.50	$216	$216	$256.50
Cleaning & Household Tasks – includes help with laundry, dusting, vacuuming; mopping; making beds	$136.50	$162.50	$200	$200	$237.50
Social Support Individual – assistance to participate in social interactions	$149	$162.50	$200	$200	$237.50
Shopping - assistance to complete shopping tasks unescorted	$149	$174.80	$213.50	$213.50	$252
Meal Preparation – assistance to prepare meals	$149	$174.80	$213.50	$213.50	$252

***Note: a minimum one-hour charge applies to all services, except nursing services**

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COMMON SERVICES - HOURLY RATES	STANDARD HOURS	NON-STANDARD HOURS	SATURDAY	SUNDAY	PUBLIC HOLIDAYS
Direct Transport – assistance to attend appointments etc	$20 per 10km + hourly rate	$30 per 10km + hourly rate	$45 per 10km + hourly rate	$45 per 10km + hourly rate	$60 per 10km + hourly rate
Indirect Transport – Taxi vouchers to attend appointments	POA	POA	POA	POA	POA
Light Gardening & Maintenance – including mowing, & simple home maintenance ie cleaning gutters, replacing smoke detector batteries and light globes, fitting easy access taps, shower hoses and grab rails	$136.50	N/A	N/A	N/A	N/A
Nursing – includes: wound care and management; medication administration; general health assessments; continence management etc	$147	N/A	$220.50	$220.50	$273
Allied Health Professionals – includes occupational therapy, physiotherapy, podiatry, dietician, speech therapy, social worker	$220.50	N/A	N/A	N/A	N/A
Allied Health Assistant - treatment programs delivered under supervision from an Allied Health Professional	$137.50	N/A	N/A	N/A	N/A
Therapeutic Services for Independent Living – includes acupuncture, chiropractor, diversional therapy, remedial massage, art therapy and osteopath	$220.50	N/A	N/A	N/A	N/A
Meal Delivery – delivery of pre-prepared meals	$22	N/A	N/A	N/A	N/A
Case Management	$130	N/A	N/A	N/A	N/A
End of Life Case Management	$147	N/A	N/A	N/A	N/A
Restorative Care Case Management	$147	N/A	N/A	N/A	N/A
Activity Groups	POA	POA	POA	POA	POA

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NOTES FOR ALL SERVICES

- All services quoted (except Transport) include travel up to 15km radius of post office/service provider.
- For appointments above 15km radius additional cost of $40 per hour applies.
- Transport is billed in 10km blocks.
- Services are usually billed in 15-minute intervals where an hourly rate is quoted.
- Group exercise fees vary across locations. Any variations above what is quoted above will be negotiated with the participant.

YOUR SUPPORT AT HOME PACKAGE BUDGET AND PARTICIPANT CONTRIBUTIONS

When the government approves you for a Support at Home Package it allocates funds (or a subsidy) for your individual care package and will issue a Notice of decision. Participants are only able to receive services they are assessed for, as per the Notice of Decision.

Your Support at Home Package consists of government funds and participant contributions. The contribution rates are determined by Services Australia and must be paid by the participant to the provider. Dhelkaya Health will issue you a monthly statement and if required a monthly invoice for your participant contributions. Together these funds make up your Support at Home budget.

FEES

All approved Support at Home providers are allocated 10% of each participant's subsidy for Care Management fee. Prices are effective from 1 November 2026. If there are any adjustments to prices you will receive 28 days' written notice.

- **Cancellations:** As we have a responsibility to our staff and as a courtesy to other service providers, a cancellation fee will apply if you provide less than 24 hours' notice of cancellation. Cancellations made within 24 hours of a booked service may be charged at 100% of the service price, except for emergency hospital admissions.
- **Not home for a scheduled visit:** If you are not present at the scheduled time of a booked service and have not provided us with 24 hours' notice of cancellation, you may be charged at 100% of the service price
- **GST:** Dhelkaya Health does not charge GST.
- **Service availability:** The availability of services provided directly by Dhelkaya Health differs by location. In some locations, we do not have the team members to provide services.

In these areas, our team will work with care recipients and/or carers to identify alternative service providers and ensure that the service prices of these external service providers are explained and agreed to prior to booking.

If regular services fall on a public holiday they will go ahead as scheduled charged at public holidays rates unless Dhelkaya Health is notified to cancel or reschedule the service.

CONTACT US

At Dhelkaya Health, we support you through every stage and step of your care. We would love to chat with you about our Support at Home Packages. Please contact us at any time and one of our friendly staff members will cheerfully assist and guide you.

T. (03) 5471 3631

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W. dhelkayahealth.org.au/support-at-home



Call 5471 3631 to speak with our friendly Support at Home team to find out how Dhelkaya Health can work for you.

dhelkayahealth.org.au

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