



Home Care

Price List



At Southern Cross Care, we understand that your home is where your heart is, where your memories are, and where you feel independent, safe and comfortable.

We also understand that to maintain your independence and to stay at home for as long as possible, you may benefit from a little support. That is why we offer quality Home Care services to help you live Better for life, at home.

Our Services and Prices

Home Care Services

Services provided by our Home Care Assistants and Domestic Assistants in our clients' homes.

| Service | Hourly Prices | | | | |
|---|---|-------------------|----------|----------|----------------|
| | Weekday (7am-5pm) | Weekday (5pm-7am) | Saturday | Sunday | Public Holiday |
| Personal Care, Cleaning and Household Tasks, Social Support | \$82.50 (2hr+ services: \$75.00 p/hr) | \$96.00 | \$111.00 | \$124.00 | \$167.00 |
| Nursing | \$140.00 | \$184.00 | \$196.00 | \$227.00 | \$300.00 |

These prices are for the services provided by Southern Cross Care. If you have a different preferred provider, you will need to pay the service prices of that provider.

Allied Health & Therapy Services

Services provided by our Health & Wellness team in our Health & Wellness Centres or in our clients' homes.

| Service | Session Prices | Assessment Prices |
|---|----------------|-------------------|
| Ongoing Treatment In-Centre | \$90.00 | N/A |
| Ongoing Treatment In-Home | \$130.00 | N/A |
| Initial Health Assessment In-Centre | N/A | \$135.00 |
| Initial Health Assessment In-Home | N/A | \$195.00 |
| Occupational Therapy Assessment (Metro) | N/A | \$390.00 |
| Occupational Therapy Assessment (Non-Metro) | N/A | \$525.00 |



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Community Respite Services

Short-term respite care provided to clients in our cottages or in our clients' homes and communities.

| Service | Day Prices | Overnight Prices |
|----------------------------------|---------------------|-----------------------|
| Respite Care In-Cottage | \$160.00 (Full Day) | \$300.00 (Full Night) |
| Respite Care In-Home / Community | \$200.00 (3 Hours) | N/A |
| Respite Care In-Home / Community | \$250.00 (4 Hours) | N/A |
| Respite Care In-Home / Community | \$300.00 (5 Hours) | N/A |

Care and Package Management Fees

Care Management fees support activities that are led by our team of health professionals, such as conducting reviews of clients' needs, goals and preferences, identifying and addressing risks to client safety, and ensuring that care and services align with other supports to improve the quality of life of our clients. Health professional assessments for specific clinical needs are not included in Care Management.

Package Management fees support activities such as establishing and managing home care budgets and monthly statements, coordinating services schedules, purchasing equipment or third party services, and conducting quality improvement, compliance, and assurance activities.

| Fortnightly Fees | Level 1 Package | Level 2 Package | Level 3 Package | Level 4 Package |
|--------------------|-----------------|-----------------|-----------------|-----------------|
| Care Management | \$70.42 | \$123.76 | \$269.50 | \$408.52 |
| Package Management | \$35.14 | \$61.88 | \$134.68 | \$204.26 |

Minimum Service Duration

| Service | Minimum Duration |
|---|---------------------|
| Personal Care, Cleaning and Household Tasks, Social Support | 60 minutes (1 hour) |
| Nursing | 30 minutes |

Please note that any service extensions will be charged in 15 minute increments.



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Booking and Cancellations

Southern Cross Care requires 24 hours notice for all service cancellations. Cancellations made within 24 hours of a booked service will be charged at 100% of the service price.

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 will be charged at 100% of the service price.

Service Availability

The availability of services provided directly by Southern Cross Care differs by region.

In some regions, Southern Cross Care does not have the team members, Health & Wellness Centres or Community Respite Cottages to provide services for the listed prices.

In these regions, our Home Care team will work with clients to identify alternative service providers and ensure that the service prices of these external service providers are explained and agreed to prior to booking.

More Information

For more information about our services, prices or fees, please call our friendly team on **1300 203 077**.

This pricing information is current as of 1 September, 2023.