



# A guide to fees and charges

For advice about how to access quality home care call us on 1800 826 166 or visit [hammondcare.com.au/homecare](https://hammondcare.com.au/homecare)

INDEPENDENT • CHRISTIAN • CHARITY

# A guide to fees and charges

as at 31st March 2025

HammondCare has been caring for Australians for over 90 years and is recognised as a leading provider of dementia and frail aged care.

We specialise in supporting people with complex care needs including dementia to remain living independently in their own homes.

The below fees apply to clients receiving a Home Care Package from the Australian Government and does not include Commonwealth Home Support Programme funding fees, the costs of which are shown on page 7.

## Care and support services

Clients tell us it is important that they know the people coming into their home. We've listened to this feedback. This is why all your care and help around the home is done by the same dedicated and consistent team of care staff, who know you and your preferences. This includes help with personal care, transport to appointments, shopping, vacuuming and doing your laundry.

	Hourly rate	Minimum charge (for half hour booking)*
<b>Monday – Friday (6am - 8pm)</b>	\$82.30	\$57.61
<b>Monday – Friday (8pm - 6am)</b>	\$106.45	\$74.52
<b>Saturday</b>	\$123.45	\$86.42
<b>Sunday</b>	\$164.60	\$115.22
<b>Public holiday</b>	\$205.75	\$144.03

Note: A fee of \$1.30 per kilometre is chargeable for transport with you provided during a visit. This is in addition to the standard hourly rate.

\*For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

\*If your scheduled care runs over the scheduled time, you will be charged for the additional time in 15-minute increments.

## Telehealth services

HammondCare offers clinical telehealth support, providing clinical support over the phone. This service is charged at the following rates:

	Telehealth Nursing hourly rate*
<b>Monday – Friday (9am - 5pm)</b>	\$99.35

\*For telehealth nursing care services the charge is based on the pro-rata hourly rate charged at 15-minute increments.

\*If your scheduled care runs over the scheduled time, you will be charged for the additional time in 15-minute increments.

## Nursing care

Our expert team of registered nurses are a friendly face who will regularly visit you at home. Their specialist aged care experience means that you will receive the best possible clinical care in the comfort of your own home. This care can include certain medical tests, including blood pressure, wound care and management, and other assessments.

	Hourly rate*
<b>Monday – Friday (6am - 8pm)</b>	\$132.50
<b>Monday – Friday (8pm - 6am)</b>	\$172.25
<b>Saturday</b>	\$198.75
<b>Sunday</b>	\$265.00
<b>Public holiday</b>	\$331.25

Note: Above amounts do not include GST. Standard 10% GST applies to brokered services only.

\*For nursing care services, there is a minimum charge of one hour.

\*\*If your scheduled care runs over the scheduled time, you will be charged for the additional time in 15-minute increments.

## In-home respite

In-home respite provides short-term care in your own home. Carers can take a break from their caring role, knowing that the person that they care for is being well looked after by a trusted member of your care team.

	Hourly rate*	Minimum charge (for half hour booking)**
<b>Monday – Friday (6am - 8pm)</b>	\$82.30	\$57.61
<b>Monday – Friday (8pm - 6am)</b>	\$106.45	\$74.52
<b>Saturday</b>	\$123.45	\$86.42
<b>Sunday</b>	\$164.60	\$115.22
<b>Public holiday</b>	\$205.75	\$144.03

\*These hourly costs relate to Home Care Package clients only and does not apply under the CHSP program.

\*\*For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

## Light gardening

	Hourly rate*
<b>Monday – Sunday incl. public holidays</b>	\$65

\*Gardening costs may vary according to the environment and requested activities, and individual quotes will be obtained from 3rd party gardening contractors to support clients decision making.

## Care management

HammondCare is committed to providing clients with the highest quality care for people with complex care needs including living with dementia. We provide a dedicated Care Manager and specialist care management support to assist you in navigating all aspects of your home care. This includes:

- Completing care plan assessments, reviews and adjustments in the comfort of your home;
- Assisting you in accessing available services and funding in addition to your package budget;
- Discussing and coordinating with you, your carers and doctor to help manage your health at home;
- A dedicated phone support team you can call 24/7, to assist with your aged care questions;
- Helping you continue the activities you enjoy by developing practical support plans;
- Visiting and contacting you regularly, to discuss if your care is meeting your needs;
- Coordinating your dedicated team of trained care workers.

Your HammondCare Care Manager ensures your home care is always at the highest quality, reducing stress or worry for you, your family or friends.

### Care management fees (fully managed by provider)

Care management fees (Inclusive of Government subsidy only)* Cost per fortnight			
1 Basic**	2 Low-level**	3 Intermediate**	4 High-level**
\$70.98	\$124.88	\$310.80	\$471.24

\* Fees are subject to change based on individual circumstances.  
Disclosed charges are based on Government subsidy only.

\*\* There are four levels of Home Care Packages, which are based on each individual's assessed needs.

## Package management

Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It may include the costs for: preparing monthly statements and compliance and quality assurance activities required for Home Care Packages.

You receive consistent and professional care from highly-trained staff who are based in your local area. It means that we can respond quickly, professionally and sensitively to people's changing care needs when it really matters.

HammondCare does not charge a joining fee or a one-off assessment fee. Our charges are transparent and upfront. Clients can access additional management as their needs increase without incurring more charges.

### Package management cost per fortnight

Package management fees (Inclusive of Government subsidy only)* Cost per fortnight			
1 Basic	2 Low-level	3 Intermediate	4 High-level
\$60.90	\$107.10	\$233.10	\$353.36

\* Fees are subject to change based on individual circumstances.  
Disclosed charges are based on Government subsidy only.

## Basic daily fee

This fee, with a maximum amount set by Government, is not charged by HammondCare.

		Home Care Package level			
		1 Basic	2 Low-level	3 Intermediate	4 High-level
Basic daily fee paid by you	Per day	\$0.00	\$0.00	\$0.00	\$0.00

If you need a home care service that is above your package budget, you can simply add a Private Care Agreement in line with your choices. Contact your Care Manager to discuss your personal circumstances.

## Home Care Package funding

A Home Care Package (HCP) is a Government-subsidised program for older people with more complex care needs above what CHSP can provide. The costs below usually come directly from your package subsidy.

		Home Care Package level			
		1 Basic	2 Low-level	3 Intermediate	4 High-level
Home Care Package funding	Per fortnight	\$409	\$720	\$1,568	\$2,378
Home Care Package funding	Annual	\$10,687	\$18,793	\$40,905	\$62,013

Note: Clients may be required to make a contribution to the cost of their care by paying an Australian Government income-tested fee. You will not be charged the basic daily fee. The Home Care Package funding amounts are current as at January 2025. Further information about contributions is available on the My Aged Care website.

## Free access to 24/7 telephone support

HammondCare Support are part of your care team and offers free 24/7 telephone support at **1800 826 166**.

# Home Care Package hours

How many hours of care could you receive within your Home Care Package budget?

Below is an estimation of the maximum hours that you can receive as part of your Home Care Package budget if all that you choose is care delivery. These hours may be reduced to include any products, services or exclusive client benefits that you choose to build into your Package.

Home Care Package level				
	1 Basic	2 Low-level	3 Intermediate	4 High-level
Maximum Home Care Package hours (with subsidy only)				
Estimation of maximum hours per fortnight*	3	5	11	17
Maximum Home Care Package hours (with subsidy and dementia supplement)				
Estimation of maximum hours per fortnight*	3	6	13	20

\*Estimation based on a base travel average of 7km per visit and the assumption all available funding is used for care hours and travel, and not for purchase of items.

## Other charges

<b>Travel from base Km</b>	<p>HammondCare is committed to providing home care services to everyone who needs them, including people who live outside large towns or cities. Our staff travel cost is \$1.30 per km. However, to ensure affordability for people who live a long distance from large towns, we have capped the maximum travel cost at 25km per visit, with a second cap of 250km per fortnight.</p> <p>This means that if we have to travel more than 25kms to provide your care per visit, we won't charge you anything for the distance over 25kms. We also won't charge in excess of 250kms in any one fortnight.</p>
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## Free access to pastoral care

Our pastoral care team provide the gift of time and listening - supporting spiritual and emotional wellbeing - for people of all faiths and none.

For some clients, this may be to support or arrange religious activities, such as prayers or scripture reading. For others, it may simply be a chance to talk about life and to know you are not alone when facing tough times.

Our trained team provide these services, when requested, without cost to Home Care Package, Commonwealth Home Support Programme and private care clients. Speak to your Care Manager to find out more.

# Commonwealth Home Support Programme (CHSP) services

The Commonwealth Home Support Programme (CHSP) is a Government subsidised programme that supports older people who are still managing well at home but need an extra helping hand with everyday tasks that require low-level support. It also provides in-home and overnight respite services to give carers a break from their caring role.

## Care services

	Hourly rate*
Monday – Friday (6am - 8pm)	\$14.75
Monday – Friday (8pm - 6am) Weekend & public holidays	\$22.12

\* For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.  
Note: Above amounts do not include GST. Standard 10% GST applies to brokered services only.

## In-home overnight respite

	Fee per night
Monday – Sunday	\$63.60

## Cottage respite

	Standard fee	Non-subsidised fee
Monday – Sunday	\$63.60	\$748.80

## Social club

	Daily fee	Non-subsidised fee
Monday – Friday	\$21.93	\$167.05

# Private care services

Private care is designed to provide tailored support for older people and people living with dementia. The service can be provided seven days a week on an ongoing or short-term basis, including evenings if required. Private care also provides clients with the opportunity to receive care above and beyond what can be provided through a Government subsidised service.

## Care and in-home respite services

	Mon – Fri (6am - 8pm)	Mon – Fri (8pm - 6am)	Saturday	Sunday	Public holiday
<b>Hourly rate</b>	\$100.25	\$119.45	\$150.40	\$200.50	\$250.65
<b>Minimum charge (for half hour booking)*</b>	\$70.18	\$83.62	\$105.28	\$140.35	\$175.46

\*For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

\*If your scheduled care runs over the scheduled time, you will be charged for the additional time in 15-minute increments.

Note: A fee of \$1.30 per kilometre is chargeable for transport with you provided during a visit. This is in addition to the standard hourly rate.

## Nursing Services

	Mon – Fri (6am - 8pm)	Mon – Fri (8pm - 6am)	Saturday	Sunday	Public holiday
<b>Hourly rate</b>	\$151.75	\$195.75	\$227.65	\$303.50	\$379.40

\* For Nursing services their is a minimum charge of one hour.

\* If your scheduled care runs over the scheduled time, you will be charged for the additional time in 15-minute increments.

## Sleepover

	Mon – Fri	Saturday	Sunday	Public holiday
<b>9pm – 7am</b>	\$341.55	\$512.35	\$681.45	\$851.80

## 24 hour care

	Mon – Fri	Saturday	Sunday	Public holiday
<b>Fixed rate for day visit commenced</b>	\$964.85	\$1,447.30	\$1,924.90	\$2,405.15



<b>Cottage respite</b>	<b>Mon – Fri</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
<b>Overnight respite</b>	\$748.80	\$748.80	\$748.80	\$748.80

<b>Social club</b>	<b>Monday – Friday</b>
<b>Attendance</b>	\$167.05

Note: An additional travel fee of \$1.30 per km is chargeable for any transport provided outside of the clients home during each visit. For example: hospital visits.

<b>Telehealth Nursing</b>	<b>Monday to Friday (6am-8pm)</b>
<b>Hourly Charge</b>	\$120.84