UCWB | UnitingCare Wesley Bowden

Support at Home: Fees & Charges

Our pricing principles

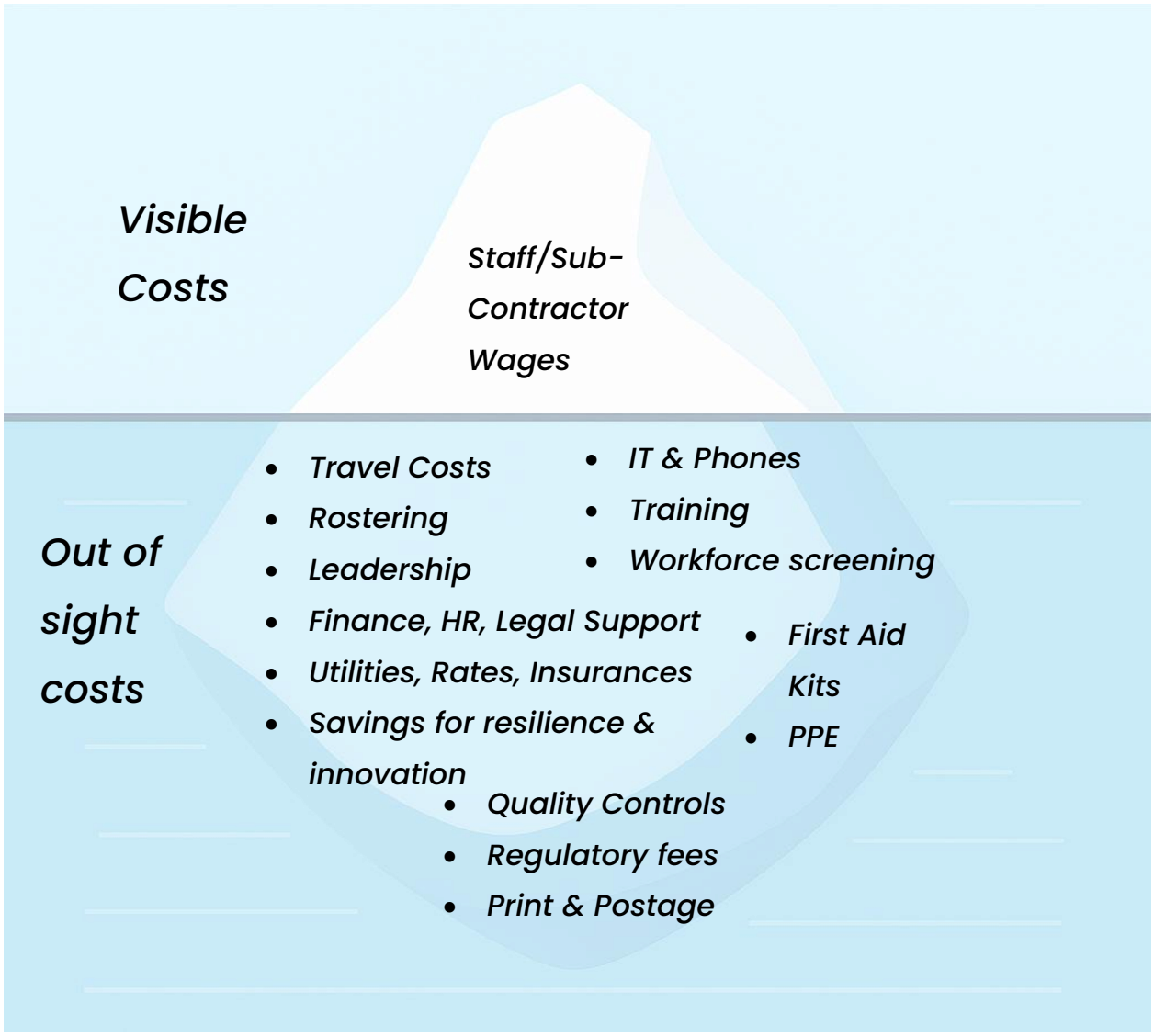
UCWB sets pricing in accordance with the following principles:

- **Sustainability:** we ensure our prices cover the true cost of service in order to sustain our operations long term.
- **Quality & continuous improvement:** our prices consider the costs of ongoing quality improvement in our services, for the best possible customer experience now and in the future.

What's in a unit price?

Under the Support at Home program, we are required to structure our fees as "unit prices." This means that you only pay fees when you receive a service (with exception of the mandatory 10% care management fund).

Our service fees (unit prices) need to account for many different costs of providing quality care; many of these are not immediately visible to customers. The iceberg model below provides an overview of both the visible and less visible costs of delivering quality aged care services:



This infographic is an adaption of that created by the HomeCare Association (United Kingdom).

Service fees

UCWB has set prices against the services we deliver, and those that are commonly delivered on our behalf by our Associated Providers (sub-contractors). If you can't find a Support at Home service type you are looking for in the price lists below, please advise your Care Partner who will arrange a quote for you.

Service Duration

Our prices below show both an hourly rate, and a half hour rate. Half hour rates are 80% of the usual hour rate; this is because many fixed costs are associated with delivering services regardless of the duration. *For example, UCWB staff are paid for their time travelling between services (which is above the award requirements), and this travel time stays the same for short services as it would an hour long service*

A 15-minute service would cost half of the half-hour rate. Any 45 minute services are set at the same cost as a 1 hour service.

Cancellations

The full service fee will be charged when less than 24 hours' notice is provided. Please refer to UCWB's Support at Home handbook for further information regarding cancellation charge reviews for exceptional circumstances. We do appreciate it when we can be provided with advance notice to aid in the timely scheduling of services for all our customers and staff.

N.B. Whilst the Support at Home Program allows providers to charge a full-service fee for cancellations made with less than 2 days notice, UCWB has chosen to hold our existing policy of charging only when less than 24 hours' notice is provided. We will continue to monitor the ongoing feasibility of this policy.

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Clinical Services	Monday-Friday		Saturday	Sunday	Public Holiday
	6 am-7 pm	>7 pm-10 pm	6 am- 10pm		
Registered Nursing	$245 per hour $196 per half hour	$265 per hour $212 per half hour	$310 per hour $294 per half hour	$375 per hour $392 per half hour	$440 per hour $490 per half hour
Enrolled Nursing	$190 per hour $152 per half hour	$210 per hour $168 per half hour	$255 per hour $204 per half hour	$320 per hour $256 per half hour	$385 per hour $308 per half hour
Monday-Friday 9 am - 5 pm only					
Allied Health therapies-individual e.g. Occupational Therapy, Social Work, Exercise Physiology, Psychology, Counselling.	$245 per hour $196 per half hour	Both direct care (face to face or telehealth) & indirect care (reports, development and review of therapy plans) are charged at this rate.			
Allied Health - group sessions	$62 per class				
Allied Health Assistant	$195 per hour				

Assistance to complete therapy exercises, as part of a therapy plan that is prescribed & monitored by an allied health professional.	$156 per half hour	
Clinical Assessments Assessments & reviews completed by a nurse or allied health professional with recommendations for ongoing care or therapy plan.	$920 per assessment	UCWB provides bundled pricing for assessments in order to give people certainty of costs, and provide value for money. Assessments account for many hours of work, however they will show as a charge for only 1 hour at the rate listed. Assessments may include: • multiple visits in your home • equipment trials show rooms • report writing • prescribing equipment and detailing home modifications.
Assistive Technology (Aids & Equipment) Assessment and Prescription	$1200 per assessment	
Home Safety & Modifications Assessments A detailed assessment of your home environment, your mobility and safety within your home. May include prescription of home modifications.	$2,200 per assessment	
Clinical Care Management* & Restorative Care Management	$245 per hour	These services are delivered by a registered nurse or allied health professional.
Care Management, delivered by a Care Partner*	$182 per hour	
Care Management Assistance, delivered by a Support Officer*	$140 per hour	

*Care management is charged to the UCWB care management pool of funds, rather than your individual funding. Under the Support at Home program, 10% of your quarterly funding will automatically be put towards this pool.

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Independence Services	Monday-Friday		Saturday	Sunday	Public Holiday
	6 am-7 pm	>7 pm-10 pm	6 am- 10pm		
Personal Care *N.B. from 1 October 2026 these services will move to the 'Clinical' category, incurring no co-contributions. They will remain as independence services until that time.* Includes: • Assistance with self-care & activities of daily living • Assistance with the self-administration of medication • Non-clinical continence management	$133.75 per hour $107.00 per half hour	$160.50 per hour $128.40 per half hour	$200.63 per hour $160.50 per half hour	$267.50 per hour $214.00 per half hour	$334.38 per hour $267.50 per half hour
Individual Social Support & Community Engagement Includes: • Accompanied activities, support to participate in community events • Check-in services (welfare calls) • Digital education & support	$128.40 per hour $102.72 per half hour	$144.45 per hour $115.56 per half hour	$192.60 per hour $154.08 per half hour	$256.80 per hour $205.44 per half hour	$321.00 per hour $256.80 per half hour

Independence Services continued		Monday-Friday		Saturday	Sunday	Public Holiday
		6 am-7 pm	>7 pm-10 pm	6 am- 10pm		
Respite Care • In-home respite care		$133.75 per hour $107 per half hour	$150.46 per hour $120.37 per half hour	$200.63 per hour $160.50 per half hour	$267.50 per hour $214.00 per half hour	$334.38 per hour $267.50 per half hour
Direct Transport • Transport provided by a member of our care team • Price is per trip	<10 km	$43	$48	$64	$85	$105
	10-19 km	$86	$96	$128	$171	$213
	20-40 km	$128	$144	$193	$257	$321
Indirect transport • Taxi vouchers		No set price, this is charged as per the costs incurred on your taxi voucher/cab charge card.				
Therapeutic Services – Remedial Massage		$170 per hour $135 per half hour				

Other Therapeutic Services e.g. Chiropractic, Art Therapy	$245 per hour $196 per half hour
Group Social Support - ***Bowden Social Group***	Our Bowden Social Group runs fortnightly Thursdays from 10am-2pm, with a total charge of $150, equivalent to $37.50 per hour, and is inclusive of lunch.

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Everyday Living Services	Monday-Friday	Saturday	Sunday	Public Holiday
	6:00am-7:00 pm			
Domestic Assistance • General house cleaning • In-home laundry assistance	$115 per hour $92 per half hour ***2 hour service rate* $175 ($87.50/hour)**	$172.50 per hour $130 per half hour	$230.00 per hour $184 per half hour	$287.50 per hour $230 per half hour
Home maintenance & repairs • Essential gardening • Assistance with minor home repairs & maintenance	$126.60 per hour			
Domestic Assistance • Shopping assistance	$128.40 per hour	$192.60 per hour	$256.80 per hour	$321.00 per hour
Meals • Meal preparation	$102.72 per half hour	$154.08 per half hour	$205.44 per half hour	$256.80 per half hour

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<td>Meals
• Meal delivery

The claimable component of this service covers the preparation and delivery of meals.

The cost of raw ingredients is not included and is payable directly by you to the meal provider. Where the provider does not specify a set ingredient cost, an estimated 30% of the total meal price will be applied to represent this component.

Any applicable co-contributions for Everyday Living services will be applied to the claimable portion only (i.e. preparation and delivery costs).</td>
<td>UCWB remains committed to offering customers a wide range of meal delivery providers. Each provider offers varying menu options and pricing structures, ensuring flexibility and choice.

Under the Support at Home Program requirements, meals must be billed using a unit price. Due to the wide variety of meal options and pricing, establishing a single fixed unit price that is equitable for all customers is not practical.

Instead, meal unit pricing is calculated monthly using the following approach:

Unit Price= <u>Cost of meals invoiced that month + $5 processing fee</u>
Total number of meals purchased

In practical terms, this means you will pay the actual cost of the meals you have ordered, plus a small monthly processing fee of $5. The unit price calculation above is used solely to meet reporting and claiming requirements under your Support at Home funding.

Please speak with your care partner for information on our associated meal delivery providers & pricing.</td>
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