



# The Bur-Del Co-operative Advancement Society Limited

## Support at Home Pricing

Our service rates are effective from 1 September 2026

Clients may need to provide a contribution to the cost of your services based on your personal circumstances as assessed by Services Australia.

| Service Type                                           | Unit     | Standard Hours | Non Standard Hours | Saturday Rate | Sunday Rate | Public Holiday Rate |
|--------------------------------------------------------|----------|----------------|--------------------|---------------|-------------|---------------------|
| Social Support – Group*                                | Per Hour | \$48.00        | \$52.00            | \$60.00       | \$72.00     | \$84.00             |
| Domestic Assistance                                    | Per Hour | \$141.00       | \$211.00           | \$211.00      | \$246.00    | \$281.00            |
| Personal Care                                          | Per Hour | \$141.00       | \$211.00           | \$211.00      | \$246.00    | \$281.00            |
| Social Support - Individual                            | Per Hour | \$141.00       | \$211.00           | \$211.00      | \$246.00    | \$281.00            |
| Social Support - Telehealth                            | Per Hour | \$141.00       | \$211.00           | \$211.00      | \$246.00    | \$281.00            |
| Home Maintenance                                       | Per Hour | \$151.00       | \$227.00           | \$227.00      | \$264.00    | \$302.00            |
| Nursing                                                | Per Hour | \$229.00       | \$344.00           | \$344.00      | \$401.00    | \$458.00            |
| Occupational Therapy**                                 | Per Hour | \$302.00       | \$453.00           | \$453.00      | \$528.00    | \$604.00            |
| Physiotherapy**                                        | Per Hour | \$312.00       | \$468.00           | \$468.00      | \$546.00    | \$624.00            |
| Physiotherapy - Short**                                | Per Hour | \$387.00       | \$581.00           | \$581.00      | \$678.00    | \$774.00            |
| Podiatry**                                             | Per Hour | \$276.00       | \$414.00           | \$414.00      | \$483.00    | \$552.00            |
| Care Management***                                     | Per Hour | \$188.00       | N/A                | N/A           | N/A         | N/A                 |
| Direct Transport 'Single' within 20km from base        | Per Trip | \$85.00        | \$103.00           | \$103.00      | \$114.00    | \$141.00            |
| Direct Transport 'Single' 21 - 50km from base          | Per Trip | \$148.00       | \$180.00           | \$180.00      | \$196.00    | \$244.00            |
| Direct Transport 'Single' >51km from base              | Per Trip | \$250.00       | \$302.00           | \$302.00      | \$327.00    | \$405.00            |
| Direct Transport 'Group' within 20km from base         | Per Trip | \$43.00        | \$52.00            | \$52.00       | \$57.00     | \$71.00             |
| Direct Transport 'Group' 21 - 50km from base           | Per Trip | \$74.00        | \$90.00            | \$90.00       | \$98.00     | \$122.00            |
| Direct Transport 'Group' >51km from base               | Per Trip | \$125.00       | \$151.00           | \$151.00      | \$164.00    | \$203.00            |
| Indirect Transport – Invoiced plus admin charge of 10% | Per Trip |                |                    |               |             |                     |

Please note that fees and charges may be updated periodically to reflect changes in the costs of delivering services. You will be given reasonable notice of any changes to the fee schedule.



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- \* For centre-based group social support, includes one light meal. Transport to and from these centre based services is a separate service and will be charged separately.
- \*\* While these services list hourly rates outside of regular hours, most services will be provided during regular hours.
- \*\*\* Care management includes care planning, service coordination, budget management, monitoring review and evaluation and support and education. Services Australia set aside 10% of your budget for care management. Care management services may be provided through face-to-face and/or via phone or email.

Some services are available as a subcontracting arrangement with a provider of your choice. These will be charged as per the invoice from the supplier, plus a 10% administration charge.

Standard hours are 9am to 5pm Monday to Friday, excluding Public Holidays.

These service rates and client contributions have changed to reflect the new Support at Home funding model changes.

Meal Delivery charges will include a 10% administration charge plus a transport charge.

It is your responsibility to notify Bur-Del if you are not available for a scheduled visit. If you need to cancel an appointment, please let us know by 11am on the day before at the latest. If you cancel later than 11am the day before we will need to charge the full visit fee to the package, and any co-contributions as applicable, even if you do not receive the service.

Visit times, as per Services Australia rules, will be charged in 15-minute increments. Normal rounding rules will apply. For Social Support Group and Community and Centre Based Respite the minimum visit time will be three hours. Physiotherapy Short applies to a 30-minute visit for this service. For Social Support – Telehealth and Indirect services, the minimum service time will be 15-minutes. For Social Support, Care Management and Personal Care, the minimum service time will be 45-minutes. For all other services the minimum visit time is 30-minutes.