

## MiCare- Support at Home Services and Common Price List

**Explanatory Note:** It is a requirement under Support at Home that providers publish the prices most frequently charged for the prior two-month period, being 1 November to 31 December 2025.

Clinical Care						
Service Type	Services	Unit	M - F	Saturday	Sunday	Public Holiday
<b>Nursing Care</b> Internal staff and Third Party (Associate Providers) Nursing Consumables - *External Suppliers	Registered nurse	Hour	\$185.00	\$370.00	\$370.00	\$462.50
	Enrolled nurse	Hour	\$160.00	\$320.00	\$320.00	\$400.00
	Nursing assistant	Hour	\$145.00	\$290.00	\$290.00	\$362.50
<b>Allied health and other therapeutic services</b> Third Party (Associate Providers)	Allied health therapy assistant	Hour	\$185.00			
	Counsellor or Psychotherapist	Hour	\$235.00			
	Dietician or nutritionist	Hour	\$260.00			
	Exercise physiologist	Hour	\$225.00			
	Physiotherapist *Group physiotherapy	Hour	\$260.00 As per session price			
	Podiatry	Hour	\$210.00			
	Psychologist	Hour	\$260.00			
	Social Worker	Hour	\$238.00			
	Speech pathologist	Hour	\$260.00			
	Occupational therapist	Hour	\$260.00			
<b>Care management</b> Internal staff	Home Support Care Management	Hour	\$150.00			
<b>Restorative Care</b> Internal staff and Third Party (Associate Providers)	Home Support Restorative Care Management	Hour	\$185.00	\$370.00	\$370.00	\$462.50
Independence						
<b>Personal Care</b> Internal staff and Third Party (Associate Providers)	Assistance with Self- care and activities of daily living	30 minutes	\$98.00	\$147.00	\$196.00	\$245.00
	Assistance with Self- care and activities of daily living	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Assistance with the self-administration of medication management	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Continence management (non-clinical)	Hour	\$120.00	\$180.00	\$240.00	\$300.00

Service Type	Services	Unit	M - F	Saturday	Sunday	Public Holiday
<b>Social Support Engagement</b> Internal staff and Third Party (Associate Providers)	Group Social Support	Hour	\$50.00			
	Individual Social Support	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Accompanied activities	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Cultural Support	Hour	\$120.00			
	Digital education and support	Hour	\$120.00			
	Assistance to maintain personal affairs	Hour	\$120.00			
	Expenses to maintain personal affair	Hour	\$120.00			
<b>Therapeutic Services for Independent Living</b> Third Party (Associate Providers)	Acupuncturist	Hour	\$220.00			
	Chiropractor	Hour	\$220.00			
	Diversional Therapist	Hour	\$220.00			
	Remedial Masseuse	Hour	\$200.00			
	Art therapist	Hour	\$215.00			
	Osteopath	Hour	\$220.00			
<b>Respite</b> Internal staff and Third Party (Associate Providers)	Respite Care (in client home)	Hour	\$120.00	\$180.00	\$240.00	\$300.00
<b>Transport-</b> Internal staff and Third Party (Associate Providers)	Direct transport (driver and car provided	Hour	\$115.00	\$172.50	\$230.00	\$287.50
	*Indirect transport (taxi or rideshare service vouchers	Trip	Cost per Trip			
<b>Assistive technology and home modifications -</b> Third Party (Associate Providers)	Assistive technology	(10% of quoted cost or 500.00 which is lower)				
	Home Modifications	(15% of quoted cost or 1,500 whichever is lower)				
<b>Everyday Living</b>						
Service Type	Services	Unit	M - F	Saturday	Sunday	Public Holiday
<b>Domestic Assistance-</b> Internal staff and Third Party (Associate Providers)	General House Cleaning	Hour	\$115.00	\$172.50	\$230.00	\$287.50
	Laundry Services	Hour	\$115.00	\$172.50	\$230.00	\$287.50
	Shopping assistance	Hour	\$120.00	\$172.50	\$230.00	\$287.50
<b>Home maintenance and repairs-</b> *Third Party (Associate Providers)	Gardening	Hour	\$120.00			
	Assistance with home maintenance and repairs	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Expenses for home maintenance and repairs		\$120.00	\$180.00	\$240.00	\$300.00

Service Type	Services	Unit	M - F	Saturday	Sunday	Public Holiday
<b>Meals-</b> Internal staff and *Third Party (Associate Providers)	Meal preparation	Hour	\$120.00	\$180.00	\$240.00	\$300.00
	Prepared Meals	Cost per meal				

*\*\*Pre 12 September 2024 Care Recipient Service Contribution will be determined by Services Australia in accordance with the rules for Transitioning Care Recipients (Grandfathered clients).*

## MiCare Ltd - Schedule of Fees Terms & Conditions

**GST Tax:** The above fees are exclusive of GST.

**Minimum Booking:** All services by MiCare have a minimum duration of 1 hour, with the exception of personal care, which has a minimum duration of 30 minutes. If services are not provided by MiCare, we may source and coordinate services and supports (with your consent) through a third-party associate provider (including subcontractors, labour hire or brokered services) for the delivery of services. Additional time will then be charged in 15-minute increments over the minimum booking.

**Associate Providers:** Minimum booking is subject to associate provider requirements. Additional costs may be incurred if you prefer your own provider outside of our associated preferred providers list.

**Cancellations:** A cancellation charge at the full cost will apply when less than two (2) business days' notice of cancellation is given to MiCare. Clients can contact **MiCare Service Coordination team on 03 9728 7425 between 8:00 am & 4:00 pm** regarding cancellations or modifications to their scheduled services. Clients may cancel a scheduled service late or be a 'no show' (not at home or at a designated location) when a worker arrives. MiCare is eligible for full payment, and a participant contribution may be charged if MiCare has committed to deliver a funded aged care service, assistive technology, or home modifications, and was prevented from delivering the service through no fault of our own due to a late cancellation (less than 2 business days' notice) or a 'no show' (client not present at the agreed time or place). If a client claims reasonable grounds (e.g., hospitalisation, a health incident, or a change in support arrangements), they should provide verbal or written evidence for our consideration. MiCare will assess each claim case-by-case and, if justified, can vary the claim with Services Australia.

**After Hours:** If you need to change your service outside of business hours (8:00 am – 4:00 pm), please get in touch with our After Hours Team:

**After Hours Team:** **1300 064 064 or (03) 9728 7425**

*\* Please note in an emergency, call 000. MiCare After Hours is not an emergency service\**

**Monday to Friday (After Hours):** 7:00 am - 8:00 am & 4:00 pm - 9:30 pm

**Saturday, Sunday and Public Holiday:** 7:00 am - 9:30 pm

**Sleepover:** *Price on application.* An inactive Sleepover is up to 10 hours that includes 2 hours of active care at the start or end of the shift. If active care is required at night, it will be charged in 2-hour blocks of engagement. When active care exceeds 4 hours, the shift is considered Respite Care, charged at 10 hours outside standard hours of care (8:00 pm – 6:00 am).

**24 Hour Care:** *Price on application.* This service includes 8 hours of active care, an inactive Sleepover and relief for break provisions.

**Fee Adjustment:**

- (1) Annual fee adjustments usually occur on 1<sup>st</sup> July, however at times we may need to review and modify our fees at other times throughout the year. Our Prices will be subject to regular increases to account for indexation and the cost of delivering services. Details of how we will increase our Prices are set out in the Agreement Details and/or our Current Price List. Any delay in adjusting the Prices does not prevent us from applying a charge from the relevant date
- (2) If an adjustment results in the amounts we charge exceeding any caps or limitations under the Aged Care Act, an adjustment will be made up to the maximum amount permitted.

Our fees are subject to change, at which time MiCare will provide you with 14 days' written notice and an opportunity to discuss these changes.

\* **External/Associate Provider** - these invoices will be subject to a 10% markup which cover the admin costs for processing these external payments.