

Elevate Fees and Charges



Billing Conditions

Nursing services provided by Helping Hand staff will be subject to availability of staff in your area. Otherwise, services will be provided by an external agency at their applicable fee/rate.

All Allied Health appointments require documentation time in addition to appointment time. Time is determined by service and will be charged in addition to appointment time. Allied Health services include Physiotherapy, Podiatry, Social Work, Speech Pathology, Occupational Therapy, Dietetics and Exercise Physiology.

Prices shown are hourly rates unless otherwise specified, GST not included.

Minimum service time is one hour unless otherwise arranged.

Services must be cancelled more than 24 hours in advance in order to avoid being charged 50% of the scheduled service fee.

A cancellation fee will be charged in the following situations:

- when the client is not home at the time of the service (without notification)
- if the client turns the worker away upon arrival
- if the service is cancelled with less than 24 hours notification

Weeknight rates apply for shifts that extend past 6:00pm on any weekday

Saturday, Sunday and Public Holiday rates apply for 24 hours, from midnight to midnight

Any incidental costs incurred during services (eg parking fees, rubbish disposal, etc) will be charged to the client at cost price

Elevate Fee Schedule 2024-2025

| Service | Weekday 6am-6pm | Weeknight 6pm-6am | Saturday | Sunday | Public Holiday |
|-------------------------------------|---|----------------------|----------|----------|-------------------|
| Allied Health - Individual - Home | \$145.00 | N/A | N/A | N/A | N/A |
| Allied Health - Individual - Clinic | \$130.00 | N/A | N/A | N/A | N/A |
| Allied Health - Groups | \$35.00 | N/A | N/A | N/A | N/A |
| Therapy Assistance | \$80.00 | N/A | N/A | N/A | N/A |
| Nursing | \$140.00 | \$165.00 | \$175.00 | \$215.00 | \$285.00 |
| Domestic Assistance | \$80.00 | \$90.00 | \$100.00 | \$120.00 | \$160.00 |
| Gardening & Home Maintenance | \$82.50 | N/A | \$110.00 | N/A | \$175.00 |
| Personal Care | \$85.00 | \$100.00 | \$110.00 | \$130.00 | \$175.00 |
| Respite Care - In-Home | \$85.00 | \$95.00 | \$105.00 | \$125.00 | \$165.00 |
| Social Support - Groups | \$25.00 | N/A | N/A | N/A | N/A |
| Social Support - Individual | \$80.00 | \$90.00 | \$100.00 | \$120.00 | \$160.00 |
| Transport | \$80.00 | \$90.00 | \$100.00 | \$120.00 | \$160.00 |
| Travel Costs (per kilometre) | \$1.25 | \$1.25 | \$1.25 | \$1.25 | \$1.25 |
| Equipment / Consumables | Cost of item | | | | |
| Home Modifications | Based on quoted works and capital items | | | | |

Contact us for more information 1300 444 663 / elevate@helpinghand.org.au

Fees valid as of 1 December 2024

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