

Elevate Fees and Charges



Elevate Fee Schedule 2025-2026

| Service | Weekday 6am-6pm | Weeknight 6pm-6am | Saturday | Sunday | Public Holiday |
|-------------------------------------|---|----------------------|----------|----------|----------------|
| Allied Health - Individual - Home | \$210.00 | N/A | N/A | N/A | N/A |
| Allied Health - Individual - Clinic | \$170.00 | N/A | N/A | N/A | N/A |
| Allied Health - Groups | \$40.00 | N/A | N/A | N/A | N/A |
| Allied Health - Assistant | \$115.00 | N/A | N/A | N/A | N/A |
| Nursing - Registered Nurse | \$180.00 | \$207.00 | \$225.00 | \$270.00 | \$360.00 |
| Nursing - Enrolled Nurse | \$140.00 | \$161.00 | \$175.00 | \$210.00 | \$280.00 |
| Nursing - Nursing Assistant | \$115.00 | \$132.25 | \$143.75 | \$172.50 | \$230.00 |
| Personal Care | \$110.00 | \$126.50 | \$137.50 | \$165.00 | \$220.00 |
| Social Support - Individual | \$100.00 | \$115.00 | \$125.00 | \$150.00 | \$200.00 |
| Social Support - Groups | \$30.00 | N/A | N/A | N/A | N/A |
| In-Home Respite Care | \$105.00 | \$120.75 | \$131.25 | \$157.50 | \$230.00 |
| Transport (per trip) | \$50.00 | N/A | N/A | N/A | N/A |
| Domestic Assistance | \$100.00 | N/A | N/A | N/A | N/A |
| Meals (per meal) | \$15.00 | N/A | N/A | N/A | N/A |
| Gardening | \$100.00 | N/A | N/A | N/A | N/A |
| Home Maintenance and Repairs | \$110.00 | N/A | N/A | N/A | N/A |
| 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

Elevate Billing Conditions



Clinical Care Services

Clinical Care Services, including allied health and nursing: the rates in this section represent the average rate per hour. Prices may vary depending on clinical care needs, including assessments and documentation. All Allied Health Professional 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 Professional services include Physiotherapy, Podiatry, Social Work, Occupational Therapy, Dietetics, and Exercise Physiology.

Telehealth appointments are charged at clinic visit rates.

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.

Associated Providers

If associated providers (eg third party contractors) are used, fees will be agreed upon prior to starting the service.

Incidental Costs

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

Hourly Rates

All rates in the fee schedule overleaf are average hourly rates unless otherwise specified.

All services are billed in 15 minute increments, depending on agreed length of service in your Care Plan as per assessed need.

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.

Cancellations

Services must be cancelled more than 2 business days 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 2 business days' notice

Social Groups

Social Group prices are based on the specific social group you wish to participate in. The price listed in this fee schedule represents the average price per hour and does not include incidentals (ie the cost of meals, transport, tickets to events).

Transport

Transport Services are billed per one way trip (ie picking up a client from their home and driving them to their destination is one trip. Taking the client back home is a second trip.) The price per trip in this fee schedule is an average.

To confirm actual costs, please discuss with our Customer Journey team and/or Care Partner team.

Meals

Meal prices are based on a per meal delivered basis. This is an average price and depends on client preferences, dietary requirements, and nutritional requirements.

To confirm actual costs, please speak with our Customer Journey team and/or Care Partner team.

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