

Home Care Packages Fees & Charges



At HSS, we have an experienced, caring team who will work in partnership with you to select and deliver services that will best support you and keep you living independently at home. We have been delivering in-home care for over 30 years and are committed to the highest quality service provision.

When you choose HSS to deliver your Home Care Package, you will have access to a team of dedicated Registered Nurse Case Coordinators who are there to help develop your care plan, support you and answer any of your questions. You will also have access to HSS' 24/7 after hours telephone line which means help is never too far away.

HSS Home Care Package Fees and Charges

We recognise that understanding the fees and charges associated with your Home Care Package can be complex. We also believe that you will feel more comfortable if you understand both the cost of each service you receive and the associated costs required for HSS to manage your Home Care

Package. As part of our service, we will openly explain the costs involved in receiving our services and provide you with a monthly statement of services received. Your Case Coordinator will be happy to answer any questions you may have about our fees and charges at any time.

How can I access a Home Care Package with HSS?

Simply call 1800 854 300 and ask to speak to a member of our Aged Care team.

A Registered Nurse will then talk you through everything you need to know about accessing a Home Care Package with HSS, no matter how far along the process you may be.



Rates (per hour)	Day	Evening	Saturday	Sunday	Public Holiday
Personal Care*	\$59.00	\$69.00	\$83.00	\$83.00	\$138.00
Domestic Assistant	\$56.00	\$65.00	\$79.00	\$79.00	\$129.00
Enrolled Nurse	\$76.00	\$85.00	\$104.00	\$118.00	\$123.00
Registered Nurse	\$102.00	\$115.00	\$140.00	\$159.00	\$167.00
Registered Nurse Specialist	\$104.00	\$118.00	\$143.00	\$163.00	\$170.00
Allied Health	\$127.00	\$149.00	\$191.00	\$223.00	\$235.00
Home & Gardening	Costs may vary depending on location and can be quoted on request.				

*A charge of \$1.10 per km will apply for travel undertaken during your visit.

Additional fees (per fortnight)	Level 1	Level 2	Level 3	Level 4
Package Management	\$35.00	\$55.00	\$120.00	\$150.00
Care Management	\$76.00	\$152.00	\$228.00	\$304.00

Please note, Package Management and Care Management fees are charged by all Home Care Package providers. One off exit fee is \$325.00 for all levels of care.

Content Explained	
Package Management	The Package Management fee covers a range of expenses, for example HSS accreditation and quality management, insurances, program management, reporting and financial management.
Care Management	Your Care Management fee will be determined by your package level and individual case management needs. Importantly, your total care is managed by a qualified Registered Nurse, meaning that you are receiving the highest level of care at all times.
Equipment and External Services	A processing fee of approximately 10% may apply for equipment and request for external services providers, i.e any service that is organised but not provided by HSS.
Basic Daily Care Fee	A Basic Daily Care fee may be charged depending on the capacity to pay. This will be considered and discussed during your initial consultation with your Case Coordinator so that your individual needs are taken into account.
Income Tested Fee	This fee is in addition to the basic daily fee. It is calculated based on your submission of your assets and income to Centrelink. Without the submission of the assessment form, you will be required to pay the maximum income tested fee per day. The Government subsidy for the Home Care Package normally paid to a provider is reduced by the amount of income tested fee payable, and is non-negotiable.
Cancellations	50% of full visit fee may apply if cancelled less than 24 hours prior to scheduled service.
Other Fees & Charges	The consumer is responsible for costs incurred during a scheduled visit, including but not limited to parking fees, meals, transport arrangements, entry and entertainment fees. Additional costs for travel time and km's may apply for travel outside of the metropolitan area and for travel undertaken during a visit (e.g. shopping, transport to appointments). Pricing is inclusive standard medical supplies and case management. The additional cost of specialty medical supplies will be subject to negotiation.
Exit Fee	This is a one-off fee that you will need to pay if you decide to stop using HSS as your Home Care Package provider.

Home is Where Our Heart Is

Home Support Services | 1800 854 300 | hss.com.au

