



Support at Home Fee Schedule

CASS Care has been caring for Australians over 65 years old and is recognised as an approved service provider of aged care. We specialise in supporting people with complex care needs and dementia to remain living independently in their own homes. Support At Home pricing information is to give you information that is transparent, understandable, and allows you to exercise your choice in receiving services.

Care Management

Care management is a set of activities that contribute to the overall safety, wellbeing, health and quality of life of an older person. Each participant who receives ongoing services will have 10% deducted from their quarterly budget for care management.

Care management involves initial and ongoing:

- understanding of rights and obligations and the establishment and review of service agreements
- care planning
- service planning and management
- development, review and evaluation of a participant's care plan and quarterly budget
- monitoring of services provided
- provision of information and education about the participant's care and services
- support to connect to health and other services when needed
- assistance to request a Support Plan Review, if needed.

1.1 Clinical Supports – Nursing Care (Per Hour)

Service Type	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday	Overnight Services
Registered Nurse	\$179	\$210	\$242	\$286	\$336	By Quotation
Tele-Nursing Services	\$150	\$176	\$203	\$255	\$281	NA

Everyday nursing consumables, e.g., bandages and antiseptics, are included.

1.2 Clinical Supports – Allied Health, Therapeutic Services, Care Management & Restorative Care Management

Service Type	Monday to Friday 9am-5pm	Unit Per Standard Service
Dietitian	\$170	Per Hour
Exercise Physiologist	\$170	Per Hour
Occupational Therapist	\$199	Per Hour
Physiotherapist	\$198	Per Hour
Podiatrist	\$173	Per Hour
Psychologist	\$220	Per Hour
Social Worker	\$185	Per Hour
Speech Pathologist	\$199	Per Hour
Care Management	\$145	Per Hour
Restorative Care Management	\$174	Per Hour

1.3 Clinical Supports – Personal Care (Per Hour)

Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
\$104 to \$119	\$122	\$148	\$187	\$234

2.1 Independence – In-Home Respite (Per Hour)

Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public holiday	Overnight Services
\$104 to \$119	\$122	\$148	\$187	\$234	By Quotation

2.2 Independence – CASS Centre-Based Day Care (4 hours Per Session)

Participant Types	CASS SAH Participants		External Participants	
	Hourly Rate	Per Session	Hourly Rate	Per Session
Transitioned HCP Level 1 & 2	\$13	\$52	\$39	\$156
Transitioned HCP Level 3	\$20.5	\$82		
Transitioned HCP Level 4	\$28	\$112		
Classification 1 & 2	\$13	\$52		
Classification 3 & 4	\$20.5	\$82		
Classification 5, 6 & 7	\$28	\$112		
Classification 8	\$36	\$144		

2.3 Independence – Social Support, Community Engagement, Accompanied Activities (Per Hour)

Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
\$104 to \$119	\$122	\$148	\$187	\$234

If the travel distance exceeds 15 kilometres per 1.5 hours of service, a quotation will be provided prior to the commencement of the service.

2.4 Independence – Therapeutic Services

Service Type	Monday to Friday 9am-5pm	Unit Per Standard Service
Acupuncture	\$147	Per Hour
Chiropractor	\$173	Per Hour
Remedial massage	\$157	Per Hour

2.5 Independence – Transport (Per Trip)

Distance	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
Short Trip (1–15km)	\$62	\$73	\$93	\$111	\$124
Medium Trip (16–22.5km)	\$80	\$94	\$114	\$128	\$144
Long Trip (23–30km)	\$104	\$122	\$148	\$179	\$208
Extra Long Trip (>30km)	By Quotation				

If transport service is requested for peak hours and additional driving time is required, a quotation will be provided prior to the commencement of the service. Waiting time charges will begin 2 minutes after the scheduled start of service.

2.6 Independence - Assistive Technology and Home Modifications

Assistive Technology	As per quote, and administration/ coordination services fee, capped at 10% of the cost for assistive technology or \$500 (whichever is lower)
Home Modifications	As per quote, and administration/ coordination services fee, capped at 15% of the cost of home modifications or \$1,500 (whichever is lower).

3.1 Everyday Living – General House Cleaning, Laundry Services, Shopping Assistance, Light Gardening, Meal Preparation (Per Hour)

Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
\$104 to \$119	\$122	\$148	\$187	\$234

If the travel distance exceeds 15 kilometres per 1.5 hours of service, a quotation will be provided prior to the commencement of the service.

3.2 Everyday Living – Domestic Cleaning, Gardening, Home Maintenance & Repairs

Service Type	Monday to Friday 9am-5pm	Unit Per Standard Service
Domestic Cleaning	\$134	Per Hour
Gardening	\$139	Per Hour/ By Quotation
Home Maintenance & Repairs	\$220	Per Hour/ By Quotation

3.3 Everyday Living – Meal Delivery

Distance	Monday to Friday 9am-5pm
Short Trip (1–15km)	\$62
Medium Trip (16–22.5km)	\$80
Long Trip (23–30km)	\$104
Extra Long Trip (>30km)	By Quotation

If delivery service is requested for peak hours and additional driving time is required, a quotation will be provided prior to the commencement of the service.

Notes:

Effective date

This fee schedule will take effect from **1 October 2026** and will be available on:

My Aged Care website: www.myagedcare.gov.au

CASS website: www.cass.org.au

Other Services

Participants are welcomed to discuss with your Care Partner about the fees and charges of the services that are not listed in this schedule.

Cancellations

Services will be charged in full for late cancellation or no show. A late cancellation occurs when a participant provides less than 2 business days' notice of a cancellation to a scheduled service. A 'no show' occurs when a participant is not present at the agreed place or at the agreed time of a scheduled service.

Transport Expenses

Parking, bridge, tunnel, road tolls, and public transport will be charged at cost.

Service Duration

For services listed in Sections 2.1, 2.3 and 3.1, bookings of less than 1.5 hours may attract a loading. Any applicable loading will be quoted and agreed with you before service delivery.

Direct and Indirect Services

For nursing, allied health and therapeutic services list above, the applicable hourly rate applies to both direct service delivery and related indirect clinical activities, including clinical documentation and record keeping, report preparation, care planning, case conferencing and other clinically necessary liaison related to the participant's service. Indirect clinical activities are charged based on the actual time spent.

Self-management Overhead

Where the participant has directly sourced a third-party worker and is self-managing the service, a 10% overhead charge will be applied to the actual cost of the service.

Participant Contributions

Depending on the participant's financial situation and the services chosen, participant contributions may be required.

Good and Services Tax (GST)

In some cases, GST may be applicable based on Australian Taxation Office guidelines.

We're Here to Help

If you have any questions about the new pricing or transition, or would like to know more about our services, our team is ready to assist.

Language	Contact
Chinese (Melbourne)	0437 956 639
Chinese	(02) 9718 7305
Korean	(02) 9718 8350
Vietnamese	(02) 9063 8818
Indonesian	(02) 9063 8828
Tagalog	(02) 9063 8828