



Tender Loving Care Aged Care – Managed

A guide to your services, pricing, & care inclusions

A WORD *from* OUR CEO



Important Update – Provider-Managed Home Care Services

We are writing to confirm that you are currently onboarded with Tender Loving Care Aged Care as a provider-managed client.

Under the Aged Care Act 2024 and the Support at Home Program reforms, all clients are now required to have an updated Care Plan, Service Agreement, and Budget developed and agreed with their approved provider. These documents ensure your care continues safely, meets your assessed needs, and complies with national standards.

Because you are provider-managed, Tender Loving Care Aged Care will coordinate all aspects of your care and services on your behalf.

This means we will:

- Organise and schedule your services and supports.
- Engage qualified care workers and approved providers.
- Manage your budget, payments, and subsidy claims.
- Monitor the quality, safety, and consistency of your services.
- Review your care regularly and update your plan when your needs change.

What This Means for You

- **Care Plan:** Your assigned Support at Home Coordinator will meet with you to review your needs, goals, and preferences, and develop a Care Plan that clearly describes the supports you will receive. Your plan will be reviewed at least once every 12 months or sooner if your needs change.
- **Service Agreement:** You will receive an updated Service Agreement that sets out your approved services, roles and responsibilities, fees, and your rights under the Aged Care Act 2024.
- **Budget:** We will prepare a transparent budget showing your available funds, approved services, and any client contributions determined by Services Australia.
- **Care Management:** Tender Loving Care Aged Care provides full care-management oversight to ensure your care remains safe, compliant, and coordinated.
 - A 10% Care Management Fee will apply to your package to cover the cost of monthly care-management activities such as planning, coordination, governance, and quality assurance.
- **Client Contributions:** You may be required to contribute toward the cost of your care based on your income-tested care fee or basic daily fee as outlined in your Notice of Outcome from Services Australia.

Next Steps

Our Care Connection Team will begin booking Care Plan and Service Agreement appointments from the 24th November onwards. During this meeting we will:

- Review your current supports and preferences.
- Finalise your Care Plan, Service Agreement and Budget.
- Discuss any changes to your services or contribution rates.

We are Here to Help

If you have any questions about self-management, contributions, or your upcoming appointment, please contact our team on 1300 745 768 or email info@tenderlovingcareagedcare.com.au.

Thank you for your ongoing trust in Tender Loving Care Aged Care. We are committed to supporting your choice, independence and wellbeing under the new Support at Home system.

Warm regards,

A handwritten signature in dark blue ink that reads "Laura Cowell".

Laura Cowell

CEO Australian Operations



*We are here to support you with
Respect, Dignity, and Tender Loving Care*

Serving you with Excellence



WHAT WE OFFER

We provide a wide range of home care and support services tailored to your needs, including:



In-home Support &
Daily Living Activities



Accommodation



Allied Health Services



Domestic Support &
Maintenance



Specialised Support
Coordination



Specialised Transport



Employment
Pathways



Meals &
Nutrition Support



Positive Ageing



Nursing & Clinical
Care



Spiritual Care



Social Support, Day
Programs & Outings



Lawn & Gardening



Plan Management



Respite

INCLUSIONS & EXCLUSIONS

INCLUDED SERVICES

These may be funded through your Home Care Package, depending on your care plan and goals.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Personal and clinical care
(e.g. showering, nursing support, wound care) | <input checked="" type="checkbox"/> Home and garden maintenance
(basic, non-structural) |
| <input checked="" type="checkbox"/> Allied Health support
(e.g. physiotherapy, podiatry) | <input checked="" type="checkbox"/> Mobility aids, equipment, or assistive technology
(as approved) |
| <input checked="" type="checkbox"/> Daily living assistance
(e.g. cleaning, meal prep, laundry) | <input checked="" type="checkbox"/> Social support and companionship |
| <input checked="" type="checkbox"/> Transport to medical and social appointments | <input checked="" type="checkbox"/> Respite services
(in-home) |

EXCLUDED SERVICES

These are generally not covered by your package.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Rent, mortgage payments, or accommodation costs | <input checked="" type="checkbox"/> Holiday costs, memberships, or non-care-related activities |
| <input checked="" type="checkbox"/> Groceries, utilities, and other daily living expenses | <input checked="" type="checkbox"/> Major home modifications
(e.g. structural renovations) |
| <input checked="" type="checkbox"/> Services already subsidised by Medicare or the PBS
(e.g. GP visits, medications) | <input checked="" type="checkbox"/> Items or services not aligned with your care goals |



A Message to Our Clients and Carers

At Tender Loving Care, everything we do begins with kindness and respect for your choice, independence, and wellbeing. To make sure you always know what to expect and that there are no surprises or hidden charges we will be applying a flat 10% Care Management Fee in line with the new Support at Home reforms commencing 1 November 2025.

This change ensures that all the important things that support your care like communication with your care team, coordination of services, updates to your care plan, and ongoing wellbeing checks are clearly covered and transparent. As part of these reforms, all clients are required to have a current Care Plan and Service Agreement in place with their chosen provider. This helps us deliver care that truly reflects your goals, preferences, and lifestyle.

Our team is here to walk beside you through every step listening, supporting, and adapting as your needs evolve. Because at Tender Loving Care, your care is personal, and your journey matters to us.

Our Support at Home Pricing Principles:

- Transparency and Clarity
- Fair & Reasonable Pricing
- Consumer Choice and Control
- Consistency and Equity
- Value and Accountability

Our Support at Home services include:

- **Clinical supports** – such as nursing care, allied health services, and care management.
- **Everyday living** – such as cleaning, shopping, gardening, home maintenance or repairs, and meal preparation.
- **Independence** – such as help with showering, dressing, taking medications, continence care, social support, transport, and respite care.

Clinical Supports

TYPE OF SERVICE	SERVICES PROVIDED	PRICE FOR SERVICE	DETAILS
NURSING CARE	Tender Loving Care Registered Nurse	\$ 135	Per visit
	Registered Nurse of Associate Provider	Nursing Contractor rates will depend on their published fees and charges	Nursing Contractor rates will depend on their published fees and charges
	Tender Loving Care Clinical Assessment	\$ 160	Home visit, assessment carried out & report provided
ALLIED HEALTH AND OTHER THERAPEUTIC SERVICES	Allied Health Therapy Assistant Counsellor & Psychotherapist Dietician & Nutritionist Exercise Physiologist Music Therapist Occupational Therapist Physiotherapist Podiatrist Psychologist Social Worker Speech Pathologist	Rates will depend on Associated Provider published fees and charges	Rates will depend on Associated Provider published fees and charges
CARE MANAGEMENT	Home support care management	\$120	Per hour

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Everyday Living

TYPE OF SERVICE	SERVICES PROVIDED	PRICE FOR SERVICE	DETAILS
DOMESTIC ASSISTANCE	General House Cleaning	\$ 100	Per hour
	Laundry/Clothes Service	\$ 100	Per hour
	Shopping	\$ 100	Per hour
HOME MAINTENANCE & REPAIRS	Gardening Home	\$ 100	Per hour
	Maintenance & repairs	As per quote based on scope of work	Per job costs
	Expenses for home maintenance & repairs	As per quote based on scope of work	Per job costs
	Lawn Mowing	As per quote based on scope of work	Per job costs
MEALS	Meal Preparation	\$ 100	Per hour
	Meal Delivery	As per client choice and meal company	Per meal

Independence

TYPE OF SERVICE	SERVICES PROVIDED	PRICE FOR SERVICE	DETAILS
PERSONAL CARE	Assistance with self care and activities and daily living	\$ 100	Per hour
	Assistance with self administration of medication	\$ 100	Per hour
	Continence management (non-Clinical)	\$ 100	Per hour
SOCIAL SUPPORT & COMMUNITY ENGAGEMENT	Group Social Support (centre based)	\$ 80	Per group session Transport included
	Group Social Support (outing)	\$ 80	Per Group Outing Lunch is an extra cost Transport included
	Individual Social Support	\$ 100	Per hour
	Accompanied activities	\$ 100	Per hour
	Cultural Support	\$ 100	Per hour
	Assistance to maintain personal affairs	\$ 100	Per hour
	Digital Support	\$ 100	Per hour

Independence

TYPE OF SERVICE	SERVICES PROVIDED	PRICE FOR SERVICE	DETAILS
THERAPEUTIC SERVICES FOR INDEPENDENT LIVING (NON-CLINICAL)	Acupuncturist Chiropractor Diversional Therapist Remedial Masseuse Art Therapist Osteopath	Rates will depend on Associated Provider published fees and charges	Rates will depend on Associated Provider published fees and charges
RESPITE	Respite Care	\$ 100	Per hour
TRANSPORT	Direct Transport (car & driver provided)	\$ 32	15 minute trip
		\$ 70	30 minute trip
		\$ 109	45 minute trip
		\$ 118	1 hour trip
	Indirect Transport (taxi and ride share)	As per trip	As per trip
ASSISTIVE TECHNOLOGY & HOME MODIFICATIONS	Home Modifications	As per scope of work evidenced by Occupational Therapist Report	By approved quote

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COMMONWEALTH HOME SUPPORT PROGRAMME

ALLIED HEALTH AND THERAPY SERVICES	CLIENT CONTRIBUTION	\$60
DOMESTIC ASSISTANCE	CLIENT CONTRIBUTION	\$30
HOME MAINTENANCE	CLIENT CONTRIBUTION	\$30
TRANSPORT (ONE WAY TRIP)	CLIENT CONTRIBUTION	ONE WAY - \$10 RETURN - \$15
TRANSPORT VOUCHERS	CLIENT CONTRIBUTION	FREE



Inclusive Pricing

All prices quoted are standard weekday (6:00 am – 8:00 pm).

After-Hours, Weekend & Public Holiday Loadings

To ensure complete transparency, Tender Loving Care applies standard loadings when services are delivered outside normal business hours. These loadings reflect the increased cost of providing safe, high-quality care during periods of higher workforce demand.

Standard Service Hours:

Monday–Friday, 6:00am–8:00pm

Loadings for Services Delivered Outside Standard Hours:

- After Hours (Weekdays before 6:00am or after 8:00pm):
 - Additional 20% on the standard hourly rate
- Weekends (Saturday & Sunday):
 - Additional 50% on the standard hourly rate
- Public Holidays:
 - Additional 100% (double time) on the standard hourly rate

Example:

If a Personal Care service is \$100 per hour standard rate:

- After Hours = \$120 per hour
- Weekend = \$150 per hour
- Public Holiday = \$200 per hour

These loadings ensure continuity of care while upholding workforce safety, compliance, and industry standards. Clients will always receive transparent pricing before a service is booked.

If you would like more information on After Hours, Weekends or Public Holidays please contact our Support at Home Team at 1300 745 768.

Cancellations

At least 24 hours notice must be given (during business hours) for any cancellations, otherwise the full scheduled fee will be charged. Depending on the circumstances such as compassionate exemptions.

Hourly Rates

Our rates are inclusive of, without limitation, administrative costs, coordination costs, employee wages, PAYG tax, superannuation, workers compensation insurance, professional indemnity insurance, public liability insurance, payroll tax and service charges.

Minimum Bookings

All services have a 1-hour minimum, then 15-minute increments, so you only pay for the time you use.

Travel is charged separately from your service:

- Staff travel time to and from your home is charged at the standard hourly rate.
- Travel distance may also apply at a per-km rate.
- Client transport (when you are in the vehicle) is priced separately.

All charges will be clearly itemised on your monthly statement.

Cancellations

At least 24 hours notice must be given (during business hours) for any cancellations, otherwise the full scheduled fee will be charged.

No exit Fees or Lock -In Contracts

You are free to change providers at any time. Tender Loving Care does not charge exit fees, and there are no lock-in contracts. We follow all Support at Home and ACCC guidelines to ensure your agreement is fair, transparent, and flexible.

Review of Fees

These fees will be adjusted from time to time to reflect changes in labour costs, insurance premiums, or other expenses related to regulatory changes. You will receive written notice at least four weeks before any new fees take effect.

Goods and Services Tax (GST)

All the amounts stated above are subject to an additional 10% GST where applicable.

For more information call or visit

www.tenderlovingcareagedcare.com.au

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to My Aged Care or with us about your services. TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week.

We Value Your Feedback!



At Tender Loving Care Aged Care, we are committed to listening to you. If you have a concern or want to share a suggestion, please speak up. We will handle it respectfully and confidentially.

How You Can Make a Complaint

- ✓ Speak with your Support at Home Coordinator or any staff member
- ✓ Call our care connection team on 1300 745 768
- ✓ Fill out a feedback form on our website
- ✓ Email: feedback@tenderlovingcareagedcare.com.au
- ✓ via mail at Att: Feedback 1 West Terrace, Bankstown, NSW, 2200

Thank you for helping us improve.

Need More Help?

You can also contact the Aged Care Quality and Safety Commission:

☎ 1800 951 822 or visit www.agedcarequality.gov.au



From the **1st of November 2025**, the Aged Care Act 2024 gives you clear rights while receiving aged care services. This guide is written in plain language to help you understand and use your rights.



Choice and Independence

- You have the right to make **decisions about your life**.
- You can **choose the services** you receive, and **who provides them**.
- You can **manage your own money and belongings**.
- You can take **personal risks** if it helps you live the life you want.



Fair Access to Services

- You have the right to have your **care needs properly assessed**.
- This process should **respect your culture, trauma history, and cognitive needs**.
- You have the right to **palliative and end-of-life care** if you need it.



Safe and Quality Care

- You have the right to be treated with **dignity and respect**.
- You have the right to care that it is **safe, fair, and non-discriminatory**.
- Your **culture, beliefs, and background must be valued and supported**.
- Care must be provided by **trained and experienced workers**.



Protection from Harm

- You have the right to **live free from abuse, violence, neglect, or mistreatment**.
- You have the right to **safe and high-quality care** at all times.



Privacy and Your Information

- You have the right to **privacy**.
- Your personal **information must be kept safe**.
- You can **ask to see any records** about your care or rights.



Raising Concerns Without Fear

- You have the right to **speak up** if something isn't right.
- You can make a **complaint** without being treated unfairly.
- Your concerns must be taken seriously and responded to quickly.

Statement of Rights in Aged Care



Staying Connected

- **People who matter to you.** Like family, friends, carers, or volunteers, should be respected.
- You have the right to **stay connected to your loved ones, your pets, and your community.**
- If you are an **Aboriginal or Torres Strait Islander person, you have the right to stay connected to Country and Island Home.**
- You can take part in **activities that are important to you.**



Clear Information and Being Heard

- You have the right to be **informed in a way that makes sense to you.**
- You can **share your thoughts and be listened to.**
- You can **communicate in your preferred language** or use **interpreters or aids if needed.**



Support from Others

- You have the **right to have someone support you.** Like a friend, family member, or advocate.
- You can **choose who helps you** speak up or make decisions.

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Respect, Dignity, and Tender Loving Care*



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