



TENDER LOVING CARE AGED CARE PRICE GUIDE

ACT, NSW, VIC, SA, WA, QLD

Effective 1st November 2025

1300 745 768

info@tenderlovingcareagedcare.com.au



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

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 \$180 - \$200	Rates will depend on Associated Provider published fees and charges Between \$180 - \$200
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

COMMONWEALTH HOME SUPPORT PROGRAMME

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



Serving you with Excellence

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

Statement of Rights in Aged Care



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.

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



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