

## Support at Home Program Price Guide

At Mosaic Multicultural Connections, we believe every person deserves to age with dignity while staying connected to their cultural identity and community.

With a rich history of providing care and services to people from Culturally and Linguistically Diverse communities, our aged care services are designed specifically for people from multicultural backgrounds who want to maintain their cultural connections while receiving professional, caring support at home.

We focus on supporting your well-being and independence. We will work with you to make sure that you receive services that are right for your needs.

You can learn more about how Mosaic can help you live independently and well in your own home by talking to our experienced care coordinators. Call our office today on (02) 4969 3399.

From 1 November 2025, your services will be organised into three main categories under the Support at Home program. This new structure helps ensure you only pay contributions for the types of services you receive.

### How Our Pricing Works

Our service prices vary depending on when you receive care:

Time Period	Days	Hours
<b>Standard Hours</b>	Monday to Friday	6am to 7pm
<b>Non-Standard Hours</b>	Monday to Friday	7pm to 6am
<b>Saturday</b>	Saturday	All day
<b>Sunday</b>	Sunday	All day
<b>Public Holidays</b>	Any day	All day

**Minimum Service Time:** Our minimum service engagement is for 30-minutes. For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

### Clinical Supports - 0% Client Contribution

*You will not pay any fees for these services*

### Nursing Care

Registered nurses, enrolled nurses, nursing assistants, and nursing supplies

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Registered Nurse</b>	\$ per hr	\$185.00	\$208.00	\$278.00	\$324.00	\$370.00
	\$ per 30mins	\$106.40	\$119.60	\$159.90	\$186.30	\$212.80
<b>Enrolled Nurse</b>	\$ per hr	\$170.00	\$191.00	\$255.00	\$298.00	\$340.00
	\$ per 30mins	\$97.80	\$109.80	\$146.60	\$171.40	\$195.50
<b>Nursing Assistant</b>	\$ per hr	\$145.00	\$163.00	\$218.00	\$254.00	\$290.00
	\$ per 30mins	\$83.40	\$93.70	\$125.40	\$146.10	\$166.80

*Note: Nursing consumables will be charged at cost + 15%*

### Allied Health Services

Physiotherapists, occupational therapists, social workers, dietitians, psychologists, speech pathologists, podiatrists, music therapists, exercise physiologists, counsellors, and Aboriginal and Torres Strait Islander health practitioners

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>All Allied Health</b>	\$ per hr	\$245.00	\$276.00	\$368.00	\$429.00	\$490.00
	\$ per 30mins	\$140.90	\$158.70	\$211.60	\$246.70	\$281.80

### Care Management

Coordination and planning of your care services (clinical and non-clinical)

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Care Management</b>	\$ per hr	\$120.00	\$135.00	\$180.00	\$210.00	\$240.00
	\$ per 30mins	\$69.00	\$77.60	\$103.50	\$120.80	\$138.00

### Restorative Care Management

Intensive short-term support to help you regain independence (clinical only)

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Restorative Care</b>	\$ per hr	\$185.00	\$208.00	\$278.00	\$324.00	\$370.00
	\$ per 30mins	\$106.40	\$119.60	\$159.90	\$186.30	\$212.80

### Prescribed Nutrition

Specialised nutritional products prescribed for your health need will be charged at cost + 15%

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### Independence Services - Client Contributions Apply

*You will pay a percentage contribution based on your income assessment*

### Personal Care

Help with showering, dressing, activities of daily living, medication assistance, and continence support

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Personal Care</b>	\$ per hr	\$110.00	\$124.00	\$165.00	\$193.00	\$220.00
	\$ per 30mins	\$63.30	\$71.30	\$94.90	\$111.00	\$126.50

### Social Support & Community Engagement

Individual and group social activities, accompanied activities, cultural support, digital education, and help with personal affairs

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Social Support</b>	\$ per hr	\$95.00	\$107.00	\$143.00	\$166.00	\$190.00
	\$ per 30mins	\$54.60	\$61.50	\$82.20	\$95.50	\$109.30

*Note: Expenses to maintain personal affairs will be charged at cost + 15%*

## Therapeutic Services for Independent Living

Remedial massage, acupuncture, osteopathy, chiropractic, diversional therapy, and art therapy

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Therapeutic Services</b>	\$ per hr	\$200.00	\$225.00	\$300.00	\$350.00	\$400.00
	\$ per 30mins	\$115.00	\$129.40	\$172.50	\$201.30	\$230.00

## Respite Care

Flexible respite and community-based respite services

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Respite Care</b>	\$ per hr	\$95.00	\$107.00	\$143.00	\$166.00	\$190.00
	\$ per 30mins	\$54.60	\$61.50	\$82.20	\$95.50	\$109.30

## Transport Services

Direct transport to appointments and social activities (driver and car)

Distance	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
1 hr or 0-20km	\$ per trip	\$95.00	\$107.00	\$143.00	\$166.00	\$190.00
20-40km		\$115.00	\$129.00	\$173.00	\$201.00	\$230.00
40-60km		\$135.00	\$152.00	\$203.00	\$236.00	\$270.00
60-80km		\$165.00	\$186.00	\$248.00	\$289.00	\$330.00

*Note: Taxi or rideshare services will be charged at cost + 15%*

## Assistive Technology & Home Modifications

Equipment and aids will be charged at cost + 15%

## Everyday Living Services - Client Contributions Apply

*You will pay a percentage contribution based on your income assessment*

## Domestic Assistance

House cleaning, laundry services, shopping assistance

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Domestic Assistance</b>	\$ per hr	\$95.00	\$107.00	\$143.00	\$166.00	\$190.00
	\$ per 30mins	\$54.60	\$61.50	\$82.20	\$95.50	\$109.30

## Home Maintenance & Repairs

Garden maintenance, lawn mowing, home repairs

*Note: Home maintenance and repairs will be charged at cost + 15%*

## Meals

Meal preparation and meal delivery services

Service	Unit Type	Standard	Non-Std	Saturday	Sunday	PH
<b>Meal Preparation</b>	\$ per hr	\$95.00	\$107.00	\$143.00	\$166.00	\$190.00
	\$ per 30mins	\$54.60	\$61.50	\$82.20	\$95.50	\$109.30

*Note: Ready meals from providers like Lite N Easy or HMC will be charged at cost + 15%*

## Important Information

### About Our Pricing:

- All prices include GST where applicable
- You will notice our prices have increased from earlier. This is because package management fees and overheads are now included in the service fees, rather than being listed separately on your statements
- Specific quotes will be provided for specialised services and complex home modifications
- All costs are charged to your package, from 1 November we are no longer able to provide reimbursements for costs paid privately under HCP/ Support at Home

## We're Here to Help

If you have questions about how these new service categories affect your care or costs, please contact your Mosaic Care Coordinator.

**Contact us:** (02) 4969 3399 or free call: 1800 813 205

*This price guide is effective from 1 November 2025 and aligns with the Australian Government's Support at Home program requirements.*



**Supporting you to live independently and well in your own home with culturally responsive care.**