

# Price List

## FOR SERVICES FUNDED THROUGH COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

Effective 1 August 2024



### HELP AT HOME SERVICES

#### Personal Support

##### Services include:

- Personal grooming
- Assistance with showering & dressing/undressing
- Assistance with shopping
- Assistance with meal preparation
- Support and transport to attend medical, social & other appointments

	Mon-Fri 6am - 8pm	Sat & Sun 6am - 8pm	Public holiday 6am - 8pm
Hourly rate	\$16.50	\$21.95	\$24.25

A transport fee of \$1.00 per km will be charged for mileage conducted during visit.

#### Cleaning

##### Services include:

- Bed & linen changing
- Laundry & ironing assistance
- Light dusting
- Cupboard, pantry & fridge cleaning
- Light vacuuming, sweeping & mopping of floor around furniture
- Wiping of surfaces
- Spring cleaning\*
- Oven, window and carpet cleaning\*

	Mon-Fri 9am - 5pm
Hourly rate	\$16.50

Utilises customer's own cleaning equipment and products.

\*Price on application

## HELP AT HOME SERVICES

### Home & Garden Maintenance

**Services include:**

- Lawn mowing
- Weeding
- Pruning
- Minor home maintenance\*
- Gutter cleaning\*
- Planting
- Garden maintenance, sweeping & cobweb removal

	Mon-Fri
Hourly rate	\$20.00

Not available on weekends, public holidays or after hours. Garden waste costs (in excess of your green bin) may apply.

\*Price on application

## IN-HOME RESPITE

	Mon-Fri 6am - 8pm	Sat & Sun 6am - 8pm	Public holiday 6am - 8pm
Hourly rate	\$16.50	\$21.95	\$24.25

## HEALTH & WELLBEING

### Allied Health Services

In-Clinic	Initial Consultation	Subsequent Consultation
Physiotherapy	\$22.00	\$18.00
Dietetics	\$22.00	\$18.00
Podiatry	\$25.00	Standard Consultation \$25.00 Extended Consultation \$40.00
Exercise Physiology	\$22.00	\$18.00
Remedial Massage Therapy*	-	\$18.00 for 30 min \$36.00 for 60 min
Occupational Therapy*	\$22.00	\$18.00
<b>In-Home</b>		
Occupational Therapy	\$40.00	\$40.00
Social Worker	\$40.00	\$40.00

\*Physiotherapy assessment is required prior to Remedial Massage Therapy.

\*Occupational Therapy in-clinic for personal alarm assessments only.

## HEALTH & WELLBEING

### Exercise & Wellness Groups

	12 Sessions	6 Sessions	Per Session
Life Exercises	\$90.00	\$45.00	\$9.00
Wellness Groups	\$140.00	\$70.00	\$14.00
Wellness Groups: water-based	\$160.00	\$80.00	\$16.00

Bookings are essential. Each participant is required to undertake an assessment with an Exercise Physiologist or Physiotherapist prior to the commencement of a session, to determine suitability of the group and assist with the development of customer goals. In-clinic assessments are charged at \$22.00. For a complete list of Exercise and Wellness Groups, please visit [achgroup.org.au/health-and-wellbeing](http://achgroup.org.au/health-and-wellbeing)

## SOCIAL SUPPORT & EXPERIENCES

### Group Social Experiences

#### Experiences include:

- Sing for Joy Choirs
- Art in Focus Classes
- Friday Night Dinners
- Day Tours and Getaways
- Concert Series
- Long Lunches
- Technology Coaching
- And many more!

For a full list of the current social experiences available (with applicable pricing), please visit [achgroup.org.au/discover-and-explore](http://achgroup.org.au/discover-and-explore) or ask for a copy of our Discover & Explore guide.

### 1:1 Social Support

- Social support in your home
- Social support in the community
- 1:1 social experiences of your choice
- Social support to attend an ACH Group social experience\*

	Mon-Fri 6am - 8pm
Hourly rate	\$16.50

\*Cost of social experience is an additional charge.

# Cancellation Policy

## Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, and 1:1 Social Support

- The notice period for customer cancellations is 48 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled.
- If a customer rejects the offer of a suitably compatible alternate worker and therefore cancels the service with less than 48 hours' notice, the full cost of the scheduled service will be billed.

## Exercise & Wellness Groups

- The notice period for customer cancellations for exercise and wellness groups is 24 hours.
- A cancellation fee at the full cost of the class will be billed if the service is cancelled with less than 24 hours' notice.

## Allied Health Services

- The notice period for customer cancellations for 1:1 allied health services (clinic and in-home) is 48 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled.

## Group Social Experiences

- The notice period for customer cancellations for group experiences remains unchanged at 24 hours.
- A cancellation fee at the full cost of the group experience will be billed if the experience is cancelled with less than 24 hours' notice.

## Getaways

- The notice period for customer cancellations for getaways is 4 weeks prior to departure.
- A cancellation fee of 50% of the cost of the getaway will be billed if the getaway is cancelled with less than 4 weeks' notice from departure. ACH Group recommend that customers organise travel insurance as a way of cover for yourself, for unexpected events that could happen when travelling and cancellations.

This information is correct at time of printing and valid from 1 August 2024.

Prices are reviewed regularly and are subject to change.

All prices exclude GST.

**Aged Care & Housing Group Inc.** ABN 99 437 071 895

ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives for older people since 1952.

Let's talk **1300 22 44 77** Visit [achgroup.org.au](http://achgroup.org.au)

