

Community Health and Care Pricing Schedule



Fees effective 1 November 2025



Home Care | Residential Aged Care | Respite Care | Retirement Living

FUNDING GUIDE

Find the service type applicable to you

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Please note: services may be billable if you provide less than 24 hours' notice to cancel

Support At Home services fees

Your Support At Home budget can be used on an extensive range of services tailored to your care plans, goals and preferences.

Support At Home is a government-funded initiative that supports individuals aged 65 and older in maintaining their independence at home. Once approved for funding, you can engage Benetas to create a personalised care plan tailored to your needs, and to deliver your services with quarterly budget and care reviews.

You may need to contribute to the cost of your Support At Home services. Call Services Australia about your situation.

Support at Home Government Funding

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Quarterly budget	\$2,750	\$4,000	\$5,500	\$7,500	\$10,000	\$12,000	\$14,500	\$19,500
Annual Amount	\$11,000	\$16,000	\$22,000	\$30,000	\$40,000	\$48,000	\$58,000	\$78,000

Clinical Supports such as

 Care Management For in-home support care and Restorative Care management. The government automatically sets aside 10% of your package level funding to manage your care.	 Nursing Care By a Registered nurse, Enrolled nurse, Nursing assistant and can also include Nursing care consumables.	 Allied Health & Therapeutic Services Delivered in your home, we have partnered with over 670 practitioners across Victoria to provide services such as Physiotherapy, Occupational therapy, Dietetics & nutrition, Podiatry, Social work and Counselling.
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Independence Supports such as

 Personal Care & Daily Living Such as personal hygiene and medication prompting.	 Social Support & Community Engagement Including group or individual social support and accompanied outings.	 Respite Care Flexible in-home and Community Day-centres.
 Therapeutic Services Includes Chiropractic, Remedial massage, Art therapy and Osteopathy.	 Transport Could involve driving you to shopping or medical appointments or providing you with a CabCharge card.	

Everyday Living Supports such as

 Domestic Support Such as cleaning, laundry and house maintenance.	 Meals We provide a meal preparation service and can arrange for delivered meals via our meal delivery network.	 Gardening Lawn mowing and basic yard work for safety.
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Service Fees (deducted from your Support At Home package)

Per 60 minutes of service	Personal Care	General House Cleaning & Laundry	In-Home Respite Care	Meal Preparation	Social Connection, Shopping & Transport* (per trip up to 10km)
Monday - Friday 7am - 5pm	\$96.00				\$103.00
Weekday out of hours	\$117.00				\$124.00
Weekend - Sat and Sun all day	\$129.00				\$136.00
Public Holidays	\$187.00				\$194.00

*Services that exceed 10km, additional charges will apply as quoted

A nominal 10% admin fee may be applied on brokered services in certain circumstances

Care Management (included with your Package) is charged at \$150 per hour

Government Supported In Home Nursing (to be deducted from your Support At Home funding)

Our qualified and compassionate nurses offer clinical nursing care, as well as ongoing monitoring and support including:

- Recommendations & care plans for ongoing support or for prevention of failing health
- Managing complex acute and chronic wounds
- Medication management and supervision
- Diabetes management
- Continence management and catheter care
- Comprehensive, holistic and clinical nursing assessments
- Assistance with daily living requirements including showering (if clinically indicated), application of compression stockings, medication administration and general wellbeing checks

Benetas Nursing Fees 7am to 5pm		
Monday — Friday	30 mins	\$133.10
	60 mins	\$164.00
Saturdays	30 mins	\$164.00
	60 mins	\$195.70
Sundays	30 mins	\$179.70
	60 mins	\$221.40
Public Holiday	30 mins	\$215.90
	60 mins	\$269.10
Clinical Nurse Consultant – Continence	60 mins	\$175.50

Time is billed at 30 minutes, 1 hr then 15 minute increments thereafter.

Clinical Case Management is charged at \$176 per hour

Social Support and Community Engagement (deducted from your Support At Home funding)

We offer all sorts of ways for you to stay socially active, such as a wide range of social support groups.

	Social Support Groups	Social Network Activities
Monday – Friday	\$169.00 per session	\$103 per 1 hour trip up to 10km

Macedon Ranges Health Support At Home - Allied Health

Service Type	Initial Assessment / 60 minute appointments	Review / 30 minute appointments	Home Visits (per hour rate)
Physiotherapy	\$132.00	\$104.50	\$203.50
Podiatry	\$132.00	\$93.50	\$203.50
Dietetics *Initial assessment is 45 mins	\$121.00*	\$99.00	\$203.50
Occupational Therapy - Visit	—	—	\$220.00
Occupational Therapy - Indirect (per hour rate, e.g. report writing and funding applications)	\$137.50	—	—
Allied Health Assistant	\$71.50	N/A	\$133.00
Groups		Per Session	
All Exercise Classes		\$71.50	

Talk to us about additional short-term services

Our aim is to assist you in staying at home as long as possible. Your Care Partner can provide a price on a comprehensive range of services identified within your unique care plan. Many of these costs can vary depending on the services, and require My Aged Care approval.

**Assistive Technology and Home Modifications (AT-HM)**

Funding up to \$15,000 per assessed need

AT-HM is a separate scheme to provide funding for equipment and home modifications, with three funding tiers - low, medium and high depending on assessed needs.

Tier	Funding Cap
Low	\$500
Medium	\$2,000
High	\$15,000

**Restorative Care Pathway**

This short-term support is designed to help participants regain strength and delay the need for ongoing services. It extends the previous 8-week program to up to 16 weeks, offering funding of up to \$6,000 per episode, with higher amounts available for those with more complex needs.

**End-Of-Life Pathway**

For those wishing to stay at home in their final months, this pathway provides intensive support over a 12-week period. A one-off budget of \$25,000 is available for eligible participants through the End-of-Life Pathway.

Other In Home Services and Community Health

- Commonwealth Home Support Programme (CHSP)
- Veterans Home Care (VHC)
- Home and Community Care Program for Younger People (HACC-PYP)
- Community Health (CH)

If you receive services via Community Health, HACC-PYP, VHC or CHSP, the Government asks you to make a personal contribution to your services.

For Community Health, HACC- PYP or CHSP services, your personal contribution will be based on your income. As per Government guidelines you will be required to declare your income to determine which fee range you will be charged. For a confidential discussion about your income declaration and circumstances, please contact the team at your local Benetas office.

Income Ranges

	Low	Medium	High
Individual	< \$39,089	> \$39,089	< \$86,208
Couple	< \$59,802	> \$59,802	< \$115,245
Family (1 Child)	< \$66,009	> \$66,009	< \$118,546
	(plus \$6,206 per additional child)		

Please note:

- The Schedule of Fees is developed as per the principles provided by the Government;
- All services and products are arranged and approved in consultation with yourself and your clinician and are based on your assessed needs and established goals within your care plan;
- Additional costs may apply for products, this will be in consultation with you;
- If cancellation notification is not received 24 hours prior, a service charge will apply. If repeat cancellations occur, your services may be cancelled;
- Funding cannot cover services or products funded by another source such as Support at Home classification, VHC, TAC, Medicare, Private Health Insurance or NDIS;
- If you are receiving services through Macedon Ranges Health, payment is to be made over the counter after your visit. If you receive home visits you will receive a monthly invoice. Our preferred method of payment is via direct debit.
- GST is applicable where services are purchased on behalf of a client.
- A flat rate per visit applies to CHSP nursing and CHSP continence services for low and medium income ranges. If you are in the high income range, you are charged per hour. In these instances, minimum visit time charged is 30 minutes.

Commonwealth Home Support Programme (CHSP) client contribution fees

Benetas offers CHSP services to eligible clients (must be registered with My Aged Care) in Hepburn Shire, Southern Metropolitan Melbourne, Eastern Metropolitan Melbourne, Western Metropolitan Melbourne, Northern Metropolitan Melbourne, Gippsland and Macedon Ranges.

Service type	Low fee (max)	Medium fee (max)	High fee (max) Full cost recovery
Exercise Programs such as - Keeping your balance - Better Mobility	\$11.00 per visit	\$16.00 per visit	\$65.00 per visit
Allied Health Services - Dietetics - Physiotherapy - Podiatry - Occupational Therapy	\$16.00 per visit \$16.00 per hour	\$21.00 per visit \$21.00 per hour	As per Private Fee Schedule
Group Social Support (Cost of food and entertainment not included)	\$15.00 per session	\$18.50 per session	\$150.00 per session
Home Maintenance & Repairs - Plus cost of materials	\$21.00 per hour	\$26.00 per hour	\$85.00 per hour
Home Modifications - Plus cost of materials	\$21.00 per hour	\$26.00 per hour	\$85.00 per hour
Meal Delivery	\$13.00 per meal	\$13.00 per meal	\$21.00 per meal
Domestic Assistance	\$12.50 per hour	\$20.00 per hour	Please refer to separate private fee schedule
Personal Care	\$12.50 per hour	\$20.00 per hour	
Flexible Respite	\$12.50 per hour	\$20.00 per hour	
Individual Social Support (can include unaccompanied shopping & meal prep)	\$12.50 per hour	\$20.00 per hour	
Meal Preparation	\$12.50 per hour	\$20.00 per hour	
Nursing	\$12.50 per visit	\$15.50 per visit	
Continence Nursing	\$18.00 per visit	\$40.00 per visit	

Not all regions provide all services. Please see table of CHSP services by region below for specific service provisions available by region.

CHSP Services by region

Service type	Macedon Ranges	Hepburn	Gippsland (Baw Baw Latrobe)	Metro
Allied Health Services	✓			
Exercise Programs	✓			
Domestic Assistance	✓	✓	✓	✓
Personal Care	✓	✓	✓	✓
Flexible Respite	✓	✓	✓	✓
Individual Social Support (plus travel costs)	✓	✓	✓	
Nursing	✓			✓
Continence Nursing	✓			
Group Social Support	✓	✓	✓	✓
Home Maintenance & Repairs		✓	✓	
Home Modifications		✓	✓	
Meal Delivery			✓	✓
Meal Preparation		✓		

Respite CHSP client contributions

	Kilby House & Sunshine Day Centre		Hurlingham Respite Centre	
Social Support Group (outing)	\$8.00 per session plus food/outing costs			
Social Support Group (centre based)*	Low income	Medium income	X	
	\$15.00	\$18.50		
Centre Based Respite*	X		Low income	Medium income
			\$15.00	\$18.50
Overnight Cottage Respite	X		\$60 per 24 hour period	

*Meal provided at centre

Veteran's Home Care Co-payments

Co-Payment Amount and Caps

Entitled persons contribute to the cost of the VHC Services by paying a small co-payment, which is capped at a maximum amount. The following co-payment amounts and caps apply:

Service Type	Co-payment Amount	Cap Limit
Domestic Assistance	\$5 per hour	Maximum \$5 per week
Personal Care	\$5 per hour	Maximum \$10 per week (if two or more hours are provided in a week)

For part hours being delivered, pro rata co-payments will apply within cap limits (e.g. the co-payment for one and a half hours of Personal Care is \$7.50).

Home and Community Care Program for Younger People (HACC-PYP) Client contribution fees

Available only at Macedon Ranges Health

Service type	Low fee (max)	Medium fee (max)	High fee (max)
Allied Health Services - Dietetics - Podiatry - Physiotherapy - Occupational Therapy	\$12.00 per visit \$12.00 per hour	\$17.00 per visit \$17.00 per hour	As per Private Fee Schedule
Domestic Assistance/ Personal Care	\$7.10 per hour	\$17.65 per hour	
Social Support Individual (plus travel costs)	\$7.10 per hour	\$17.65 per hour	
Compulsory annual assessment for exercise classes	\$12.00	\$17.00	
Nursing	\$4.40 per visit	\$38.85 per visit	
Continence Nursing	\$12.00 per visit	\$17.00 per visit	NA
Meals	\$5.00 per meal	\$5.00 per meal	
Exercise classes	\$8.00 per visit	\$10.00 per visit	
Home maintenance (plus cost of materials)	\$12.60 per hour	\$18.80 per hour	\$50.00 per hour
Social Support Program (plus cost of meal)	\$8.85 per session	\$8.85 per session	\$150.00 per session

Kilby House & Hurlingham Respite Centre

Planned Activity Group (plus costs of meals if brought from another source)	\$8.85 per session
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Community Health (CH) client contribution fees

Available only at Macedon Ranges Health

Service type	Low fee (max)	Medium fee (max)	High fee (max)
Allied Health Services - Dietetics - Physiotherapy - Counselling	\$13.00 per visit Nil	\$18.00 per visit Nil	As per Private Schedule
Community Health Nursing Services - Diabetes Education - Community Health Nursing	\$13.00 per visit	\$18.00 per visit	NA
Health promotion and Exercise classes - Strength for Life - Warm Water - Heartsmart	\$8.00 per visit \$13.00 per visit	\$10.00 per visit \$18.00 per visit	\$15.00 per visit \$25.00 per visit
Compulsory annual assessment for exercise classes	\$13.00 per visit	\$18.00 per visit	As per Private Schedule

Benetas Private Fee List

There are many benefits to funding your own home care. You can access an extensive range of services tailored to your needs and preferences. You get the benefit of a Care Partner overseeing your care plan and services without the administration burden from receiving government funding. If you are eligible for government funding, but have not yet been granted Support at Home, you can pay privately for services until your classification is ready, which provides the relief you need to continue living comfortably and safely at home.

Our friendly staff can provide all or some of your services, so you have the flexibility of choosing other suppliers to meet your varying preferences. The below fees also apply if you choose to top-up your assigned Support at Home services privately. Please note fees are reviewed annually and are subject to change.



Transport

We can provide transport to and from shopping, appointments or social activities.
\$1.40 per km fee in addition to the rates below



Shopping

We can support you with grocery and other types of shopping (we can accompany you, or shop for you).



Household Tasks and Cleaning

We offer a hand around the home with household tasks such as mopping, vacuuming, cleaning surfaces, and more.



Social Community

We can accompany you and/or coordinate your social outings and out of home entertainment such as day trips, or your activity of choice.



In-Home Respite

Enjoy genuine care and companionship whilst you or your loved one takes a break.



Meal Preparation

We can prepare healthy home cooked meals to suit your dietary requirements. We also assist with eating when needed.



Personal Care

We can support you with tasks such as bathing, showering and getting in and out of bed. We also assist with general activities such as taking medication or using technology.

Benetas Fees

Please note fees are subject to change and will be communicated 30 days in advance.

	Personal Care	Shopping	Household Tasks and Cleaning	Social Community	In-Home Respite	Meal Preparation	Transport
Monday - Friday 7am - 5pm	60 mins = \$88.00						
Weekday out of hours	60 mins = \$108.00						
Weekend - Sat and Sun all day	60 mins = \$118.00						
Public Holiday	60 mins = \$171.00						

In Home Nursing (private fees)

Our qualified and compassionate nurses offer acute and chronic nursing care, as well as ongoing monitoring and support including:

- Post-acute and hospital in the home care
- Managing complex acute and chronic wounds
- Medication management and supervision
- Administering intravenous medication
- Diabetes management
- Comprehensive, holistic and clinical nursing assessments
- Assistance with daily living requirements including showering (if clinically indicated), application of compression stockings, medication administration and general wellbeing checks
- Continence management and catheter care
- Recommendations & care plans for ongoing support or for prevention of failing health

Benetas Nursing Fees 7am to 5pm

Monday — Friday	30 mins	\$122.10
	60 mins	\$150.80
Saturdays	30 mins	\$150.80
	60 mins	\$179.50
Sundays	30 mins	\$164.80
	60 mins	\$203.60
Public Holiday	30 mins	\$198.00
	60 mins	\$246.80
Clinical Nurse Consultant - Continence	60 mins	\$160.00

Nurses time is billed at 30 minute, 1 hour and then 15 minute increments thereafter. Some nursing services provided by IHNS require a signed and dated authorisation letter from a GP or other medical practitioner prior to commencement of services. The GP Authority will be requested during the referral process. Should the IHNS Team be required to obtain this, an administration fee of \$100.00 will be charged.

Benetas Cottage and Overnight Respite (private fees)

While most of our clients enjoy in-home respite support, we can also offer daily activity and overnight stay services at one of our dedicated respite centres.

Monday to Friday (from 10am per 24 hour period)	\$380.00* – \$913.00
Weekends and out of hours	\$435.00* – \$1,015.00
Public holidays	\$450.00*

*These rates are dependent upon the number of clients per personal carer and are based on one to three clients, which will be determined at the time of booking.

Social Day Programs and Respite (private fees)

We offer all sorts of ways for you to stay socially active, such as a wide range of social support groups and wellbeing classes, for example, falls prevention, mobility improvement, warm water exercise and strength balance training.

	Social Support Groups	Macedon Ranges Health Classes
Monday – Friday*	\$150.00 per session	\$65 per class

*Talk to us about sourcing costs for social networking activities outside regular operating hours

Respite Centres

Day Program	\$150.00 per session
Social Support Group	\$150.00 per session plus food/outing costs

*These rates are dependent upon the number of clients per personal carer and are based on one to three clients, which will be determined at the time of booking.

Macedon Ranges Health Private Fee Schedule

Service Type	Initial Assessment / 60 minute appointments	Review / 30 minute appointments	Home Visits (per hour rate)
Physiotherapy	\$120.00	\$95.00	\$185.00
Podiatry	\$120.00	\$85.00	\$185.00
Dietetics *Initial assessment is 45 mins	\$110.00*	\$90.00	\$185.00
Occupational Therapy - Visit	—	—	\$200.00
Occupational Therapy - Other (per hour rate, e.g. report writing and funding applications)	\$125.00	—	—
Allied Health Assistant	\$65.00	N/A	\$119.00

Groups	Per Session
All Exercise Classes	\$65.00
Pilates	\$30.00
Heartsmart	\$25.00
Youth Athlete Strengthening Program	\$30.00 (\$25 per session if paying for the term upfront)
Social Support Group (plus additional cost of outing/meal/event)	\$150.00

Additional Information

- Extended consultation may incur an additional charge;
- Additional charges will apply for external reporting and products;
- GST is applied to the above costs where services are purchased on behalf of a client;
- Payment is to be made over the counter following your onsite consultation, or the Package Holder will receive a monthly invoice. Our preferred method of payment is via direct debit