

SUPPORT AT HOME

CHƯƠNG TRÌNH HỖ TRỢ TẠI GIA

Price Schedule (BẢNG GIÁ)

Effective from 2nd March 2026 (Áp dụng từ 2/3/2026)

Billing Category Loại dịch vụ	Contribution Type Tỷ lệ đóng góp theo dịch vụ	Service Types Rates per hour Loại dịch vụ, tính theo giờ		Unit Đơn vị	Weekday Trong tuần (8am – 6pm)	Weekday after hour Ngoài giờ (6pm – 8am)	Saturday Thứ Bảy	Sunday Chủ Nhật	Public Holiday Ngày lễ
Clinical Care Chăm sóc y tế	Full pensioner 0%	Registered Nurse Chăm sóc bởi y tá chuyên nghiệp	≤ 1 hrs	Hour giờ	\$160	\$185	\$220	\$260	\$320
	> 1 hrs		Hour giờ	\$195	\$215	\$230	\$280	\$350	
	Part pensioner/ CSHC holder 0%	Enrolled Nurse Chăm sóc bởi y tá bậc trung	≤ 1 hrs	Hour giờ	\$125	\$145	\$160	\$210	\$270
			> 1 hrs	Hour giờ	\$155	\$175	\$200	\$250	\$320
	Self-funded retiree (No CSHC) 0%	Care management Quản lý chăm sóc		Hour giờ	\$120	\$140	\$155	\$200	\$230
Independe- nce Khả năng độc lập	Full pensioner 5%	Personal care Chăm sóc cá nhân		Hour giờ	\$100	\$110	\$125	\$155	\$210
		Respite Dịch vụ chăm sóc tạm thế		Hour giờ	\$100	\$110	\$125	\$155	\$210
	Part pensioner/ CSHC holder 5% - 50%	Direct transport Dịch vụ chuyên chở (0 - 20 km)		Trip chuyến	\$100	\$110	\$125	\$155	\$210
		Accompanied activities Dịch vụ có người đi kèm		Hour giờ	\$100				
	Self-funded retiree (No CSHC) 50%	Sleepover (9pm – 7am) Trực đêm		Hour giờ	8 hrs of inactive care + 2 hrs of active care (nghỉ ngơi 8 tiếng + hỗ trợ 2 tiếng trong đêm) \$400				
Everyday living Sinh hoạt hằng ngày	Full pensioner 17.5%	General house cleaning Dọn dẹp nhà cửa	≤ 2 hrs	Hour giờ	\$100	\$110	\$125	\$155	\$185
			> 2 hrs	Hour giờ	\$110	\$130	\$145	\$160	\$190
	Part pensioner/ CSHC holder 17.5% - 80%	Shopping Assistance Hỗ trợ mua sắm (0 - 20 km)		Hour giờ	\$110	\$130	\$145	\$160	\$190
		Meal Preparation Chuẩn bị bữa ăn		Hour giờ	\$100	\$110	\$125	\$155	\$210
	Self-funded retiree (No CSHC) 80%	Gardening Dịch vụ làm vườn		Hour giờ					
		Home maintenance & repairs (Sửa chữa & bảo trì nhà cửa)		Hour giờ					

Notes/ Lưu ý:

1. This pricing schedule should be read together with your Agreement with us.
2. Service rates are quoted excluding GST. GST is charged at a rate of 10% where applicable.
3. Hourly rates are inclusive of employee wages, supplier charges and indirect costs such as administration and transit time.
4. Minimum service periods apply for services delivered by IERA:
 - The minimum direct care service time is 1 hour
 - 30-minute minimum engagement period applies to all nursing services. 30-minute nursing services will be charged at **65% of the hourly rate**.
 - Telehealth and virtual services may be offered where clinically appropriate. The rate for telehealth and virtual services will be **75% of the in-person hourly rate**.
 - Time is billed at 30 minutes, 1hr then 15 minute increments thereafter.
5. For any services or in-home health visits requiring travel beyond a 20 km radius from the IERA Head Office, travel beyond the initial 20 km will be charged at **\$1.50 per kilometer**.
6. Direct transport - one-way: Travel from home to another location (e.g. doctor or shop), with no return trip included.
7. If a shift lasts across different rates, the highest rate will be applied for the whole shift.
8. If the services are provided by an external provider, the provider's minimum service periods apply.
9. Overnight care is an inactive night duty shift and includes **2 hour of active care** (either at the start or end of the shift). Separate sleeping facilities must be provided for the staff member. If additional active care is required during overnight care, this will be charged at the relevant hourly
10. Shift cancellation or change of service time: At least **two business days'** notice is required, otherwise, full cost of a shift will be charged to participant's package fund.
11. These prices are subject to change. IERA reserves the right to adjust fees with a minimum 4 weeks' notice provided in writing.
12. If regular services fall on a public holiday, they will go ahead as scheduled and be charged at public holiday rates, unless IERA is notified to cancel or reschedule the service.
13. Any parking fees incurred during a shift must be paid directly by the client. These costs cannot be claimed under Support At Home (SAH) funds. Care workers will not pay parking fees on behalf of clients.