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CHRISTIAN HOME CARE

Services and Price Guide



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SERVICE AND FUNDING GUIDE



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Our Vision & Mission



Vision

To be a trusted and compassionate leader in home care, transforming lives by empowering individuals to live independently with dignity, while reflecting God's love in every interaction.

Mission

To serve individuals and families with personalised, high-quality care that supports their physical, emotional, and spiritual wellbeing. Guided by Christian values, we listen to each person's unique story, provide choices that promote independence, and deliver compassionate support that enhances quality of life in the comfort of home.

Support At Home (SaH)

Support at Home funding can be used for a wide range of services tailored to your needs and preferences. This Government program supports participants to live independent in their own homes.

When your funding is assigned, Christian Home Care will create your personalised care plan and budget and provide ongoing support with regular reviews—both quarterly and annually.

Please note that you may need to make personal contributions toward your care costs. These personal contributions are determined by Services Australia (Centrelink) based on your income and assets. Please contact Services Australia (Centrelink) if you need more information about this.

↘ SaH Funding

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Quarterly Amount	\$2,752.50	\$4,112.84	\$5,634.20	\$7,617.13	\$10,182.38	\$12,341.32	\$14,915.00	\$20,034.28
Annual Amount	\$11,010.01	\$16,451.35	\$22,536.81	\$30,468.51	\$40,729.53	\$49,365.27	\$59,660.00	\$80,137.12

Please note: 10% of your subsidy is automatically deducted by the Government from the amounts above and allocated towards your Care Management.

↘ Care Management

Care Management (CM) is designed to help you get the most out of your Support at Home services.

Our Care Management Team will work alongside you (and your family, if you wish) to:

- Understand your goals, needs, and preferences
- Organise services that support your independence at home
- Monitor your care to make sure it continues to meet your needs
- Adjust your services if your situation changes
- Provide guidance and support if you have questions or concerns

It ensures that your care remains coordinated, safe, and tailored to you—so you can feel confident and supported every step of the way.

Care Management is included as part of your overall SaH funding. The Government automatically deducts 10% from each participant’s funding allocation and sets it aside for care management use. From this pool of funding we charge CM on an hourly basis, based on the time actively spent supporting you. This may include phone calls, planning, reviewing your care, and coordinating services on your behalf.

Care Management Fee	\$130 per hour
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What We Do

Christian Home Care can assist with all supports approved under the Support at Home Program

Participant Contribution Category	Service Type	Services
Clinical Supports Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.	Nursing Care	- Registered Nurse - Enrolled Nurse - Nursing Care Consumables - CHC may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants.
	Allied Health and other Therapeutic Services	- Aboriginal and Torres Strait Islander Health Practitioner - Aboriginal and Torres Strait Islander Health Worker - Allied Health Therapy Assistant - Counsellor or Psychotherapist - Dietitian or Nutritionist - Exercise Physiologist - Music Therapist - Occupational Therapist - Physiotherapist - Podiatrist - Psychologist - Social Worker - Speech Pathologist
	Nutrition	- Prescribed Nutrition - CHC may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.
	Care Management	Home Support Care Management
	Restorative Care Management	Home Support Restorative Care Management

What We Do

Christian Home Care can assist with all supports approved under the Support at Home Program

Participant Contribution Category	Service Type	Services
Independence Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.	Personal Care	• Assistance with self-care and activities of daily living • Assistance with the self-administration of medication • Continence management (non-clinical)
	Social Support and Community Engagement	• Group Social Support • Individual Social Support • Accompanied Activities • Cultural Support • Digital Education and Support • Assistance to maintain personal affairs • Expenses to maintain personal affairs
	Therapeutic Services for Independent Living	• Acupuncturist • Chiropractor • Diversional Therapist • Remedial Massage • Art Therapist • Osteopath
	Respite	• Respite Care
	Transport	• Direct Transport (driver and car provided) • Indirect Transport (taxi or rideshare service vouchers)
	Assistive Technology and Home Modifications	• Assistive Technology • Home Modifications

What We Do

Christian Home Care can assist with all supports approved under the Support at Home Program

Participant Contribution Category	Service Type	Services
Everyday Living Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.	Domestic Assistance	• General House Cleaning • Laundry Services • Shopping Assistance
	Home Maintenance and Repairs	• Gardening • Assistance with home maintenance and repairs • Expenses for home maintenance and repairs
	Meals	• Meal preparation • Meal delivery

Service Fees

Category	Service Type	Service	Description	Unit	Most Common Costs
Independence	Respite	Normal Time	Respite Care	Hour	\$109
Independence	Respite	Weekday Evening	Respite Care	Hour	\$117
Independence	Respite	Saturday	Respite Care	Hour	\$135
Independence	Respite	Sunday	Respite Care	Hour	\$152
Independence	Respite	Public Holiday	Respite Care	Hour	\$162
Independence	Personal Care	Normal Time	Personal and Domestic Assistance	Hour	\$109
Independence	Personal Care	Weekday Evening	Personal and Domestic Assistance	Hour	\$117
Independence	Personal Care	Saturday	Personal and Domestic Assistance	Hour	\$135
Independence	Personal Care	Sunday	Personal and Domestic Assistance	Hour	\$152
Independence	Personal Care	Public Holidays	Personal and Domestic Assistance	Hour	\$162

Service Fees

Category	Service Type	Service	Description	Unit	Most Common Costs
Everyday Living	Meals	Meal Preparation	Support with pre-prepared meals	Hour	\$109
Everyday Living	Meals	Meal Delivery	Delivery of pre-prepared meals	Each	\$20
Everyday Living	Home Maintenance and Repairs	Gardening	Essential light gardening (e.g. pruning, lawn mowing, and yard clearance for safe access)	Hour	\$85
Everyday Living	Domestic Assistance	Normal Time	Domestic Assistance	Hour	\$109
Everyday Living	Domestic Assistance	Weekday Evening	Domestic Assistance	Hour	\$117
Everyday Living	Domestic Assistance	Saturday	Domestic Assistance	Hour	\$135
Everyday Living	Domestic Assistance	Sunday	Domestic Assistance	Hour	\$152
Everyday Living	Domestic Assistance	Public Holidays	Domestic Assistance	Hour	\$162
Everyday Living	Shopping, cooking, respite	Normal Time	Shopping	Hour	\$109
Everyday Living	Shopping, cooking, respite	Weekday Evening	Shopping	Hour	\$117
Everyday Living	Shopping, cooking, respite	Saturday	Shopping	Hour	\$135
Everyday Living	Shopping, cooking, respite	Sunday	Shopping	Hour	\$152

Service Fees

Category	Service Type	Service	Description	Unit	Most Common Costs
Everyday Living	Shopping, cooking, respite	Public Holidays	Shopping	Hour	\$162
Clinical	Nursing Care	Registered Nurse	Nursing Services	Session	\$170
Clinical	Allied Health	Aboriginal and Torres Strait Islander Health Practitioner	Allied health and other therapeutic services	Session	\$120
Clinical	Allied Health	Aboriginal and Torres Strait Islander Health Worker	Allied health and other therapeutic services	Session	\$100
Clinical	Allied Health	Counsellor or Psychotherapist	Allied health and other therapeutic services	Session	\$210
Clinical	Allied Health	Dietitian or Nutritionist	Allied health and other therapeutic services	Session	\$180
Clinical	Allied Health	Exercise Physiologist	Allied health and other therapeutic services	Session	\$190
Clinical	Allied Health	Occupational Therapist	Allied health and other therapeutic services	Hour	\$190
Clinical	Allied Health	Physiotherapist	Allied health and other therapeutic services	Session	\$190
Clinical	Allied Health	Podiatrist	Allied health and other therapeutic services	Session	\$180
Clinical	Allied Health	Psychologist	Allied health and other therapeutic services	Session	\$135

Service Fees

Shifts that involve transport (in Caregivers' car)

Shifts with Transport	Cost per hour – Normal Time (6am to 8pm, Mon–Fri)	Cost per hour – Evenings (8pm to Midnight, Mon–Fri)	Cost per hour – Saturdays	Cost per hour – Sundays	Cost per hour – Public Holidays
Shifts with Short Trip (up to 10kms)	\$116.50	\$124.50	\$142.50	\$159.50	\$169.50
Shifts with Medium Trip (11kms to 20 kms)	\$124.00	\$132.00	\$150.00	\$167.00	\$177.00
Shifts with Long Trip (21kms to 30kms)	\$131.50	\$139.50	\$157.50	\$174.50	\$184.50
Shifts with Very Long Trip (over 30kms)	From \$146.50	From \$154.50	From \$172.50	From \$189.50	From \$199.50



Short-Term Services

Assistive Technology and Home Modifications (AT-HM)

In addition to your ongoing quarterly funding, you may be eligible to access the Assistive Technology and Home Modifications (AT-HM) scheme. This funding is subject to Department approval and can be used for the purchase of assistive equipment and/or home modifications as per Support at Home regulations. Funding is available across three tiers, depending on your assessed needs.

Tier	Funding Cap
Low	\$513.00
Medium	\$2,052.00
High	\$15,390.00

Restorative Care Pathway

The Restorative Care Pathway is an approach to care that focuses on early intervention through intensive clinical care, support and monitoring. The aim of this is to maintain or regain function and to reduce or prevent functional decline. Clinical services (allied health and nursing) are central to restorative care outcomes and play a key role in maintaining and improving health, function and wellbeing. Restorative care provides a short-term period of care of up to 16 weeks. Restorative care management activities may be intensive and involve assessing the progress of a client on a weekly or more regular basis.

End-of-Life Pathway

The End-of-Life Pathway supports older people who have a life expectancy of three months or less and wish to remain living at home. A total of \$25,000 is available per eligible participant over a 12-week period. The End-of-Life Pathway provides funding to access in-home aged care services from the Support at Home service list (such as personal care, domestic assistance and general nursing care) to complement services available under state and territory-based palliative care schemes.

Participant Information Portal

By the grace of God, Christian Home Care developed a state of the art Portal (fully in-house made, not purchased but built to our requests for meeting our specific needs) where participants (clients) can access up to date information each day.

Participants can provide portal access to a family member or representative if they wish to. However, if participants do not want to utilise the portal, all information will be mailed to them so they have the information in print.

The Portal enables our participants to access up-to-date details about:

- **Financial Summaries**
- **Current budget and budget history**
- **Spend tracking** - your previous months are shown, also the current month transactions, as they are processed
- **Upcoming Services** - up-to-date details of upcoming shifts, similar to the Service Schedule provided with statements, but showing all recent changes

Participant Information

View financial summaries, account balances, and real time Participant information from the accounting system.

Budget Documents

Access and download quarterly budget plans created by your care team, including funding allocations and planned services.

Spend Tracking

View detailed expense information and transaction history with itemised service costs and delivery dates.

Upcoming Services

View scheduled care appointments and services from the care coordination system for the current month.

Christian Home Care Community

At Christian Home Care, we believe holistic care is paramount. While we provide compassionate home care services related to all supports approved through the Support at Home program, we also create meaningful opportunities for spiritual connection, fellowship, and community.

Our community is a beautiful mix of people from all walks of life: our Support at Home participants, their families, friends, our staff and volunteers.

➤ Afternoon Tea and Birthdays Celebrations Every Month



Each fortnight we provide a delightful afternoon tea in a warm and friendly setting and during the first gathering of the month we celebrate the birthdays of all our community members with birthdays during that month.

This is a wonderful chance to build meaningful friendships, share stories and encouragement, and enjoy refreshments in a relaxed atmosphere.

We believe connection is just as important as care and no one should feel alone.

➤ Special Events

Celebrate with us special events such as Australia Day, Easter, Mother's Day, Father's Day, Christmas and join us also for Sing Along Sessions and Concerts throughout the year!

Together we enjoy entertainment and lovely food in a welcoming venue, fellowship with other participants, families, carers and community members in a joyful and uplifting atmosphere.

Our annual Christmas luncheon is also a cherished event, bringing our community together in gratitude and celebration.



Christian Home Church

While Christian Home Care provides for your body, Christian Home Church nurtures your soul.

We warmly invite you to join our fortnightly Christian Home Church gatherings, where people can come together in faith, friendship, and fellowship.

Christian Home Church is an ecumenical, non-denominational gathering.

We welcome individuals from all backgrounds and denominations as well as people who had no previous church connection.



**Visit our
Christian Home Church
website for recorded church
services.**

www.christianhome.church

Christian Home Care Monthly Newsletter

Each month we produce an informative newsletter which includes information about aged care related matters, Support at Home, Christian Home Church, upcoming events, articles about our community and our participants.

Each participant receives in the mail a printed copy of the newsletter.



**Visit our Christian Home Care website to access
the newsletters published in the last six months.**

www.christianhomecare.com.au

Why Choose Us

✓ Faith-Based Compassionate Care

We are driven by a genuine calling to serve others, delivering care that reflects God's love, respect, and compassion in every interaction.

✓ Personalised Support Tailored to You

We take the time to listen to your unique story, helping you choose the services that best meet your needs, goals, and lifestyle.

✓ Independence and Comfort at Home

Our services are designed to empower you to continue living safely, comfortably, and independently in your own home.

✓ Dedicated and Responsive Care Team

You'll have direct access to a dedicated Care Partnering Team—no call centres—ensuring prompt, clear, and personalised communication whenever you need support.

✓ Transparent Value-Focused Service

We offer outstanding value with competitive fees, no exit fees, and we provide clear, easy-to-understand statements you can trust.

Visit our website for lots of videos with information about us.

www.christianhomecare.com.au

Testimonials

I chose CHC for my husband's package provider after trying two other service providers that proved unsatisfactory.

Since then, I also have received a care package and joined CHC. In all these 3 years, we could not fault CHC services: always prompt, friendly and professional.

CHC people go beyond the call of duty to help us older people to stay in our own homes. We have recommended CHC to all our friends, who have also joined CHC.

Ingeborg H.

Visit our website for lots of videos with testimonials from our participants.

www.christianhomecare.com.au

“Let your light so shine before men, that they may see your good works and glorify your Father in heaven”
(Matthew 5:16 NKJV).

I would like to express my gratitude and thanks to the amazing team at Christian Home Care for the tender loving care and concern that they gave me over the last week when I needed some extra help at my home.

The light that you all shine and the good work that you all do makes me so grateful and leads me to glorify God.

May God bless and keep you all in perfect peace.

Bev A.

Christian Home Care is a very dependable group and I am very happy with all who work so hard to help myself and my family. Dementia is a very difficult illness for us to live with and I would recommend all people coping with it to contact these very wonderful people. We need all the love and caring we can get! Thank you all at Christian Home Care!

Mary P.



Contact Us

We believe that God loves all people and He calls us to serve. Let us serve you!



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