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HOME CARE PACKAGE SERVICES MY AGED CARE 2026

AFFORDABLE PRICING FOR HOME CARE PACKAGE SERVICES

Enhance your support with our extended service hours. Each financial year, the government increase the **HOME CARE PACKAGE** daily subsidy rate. We have prepared a detailed information sheet outlining the monthly allowance provided by the government, along with our rates and charges per month.



- We are working with **Trilogy Care**, an approved Home Care Package provider, to coordinate your Home Care Package. We act as your care coordinator while **Trilogy Care** administers your Home Care Package.

- We are committed to transparency and dedicated to helping our community receive the necessary services **to stay safe and happy at home.**

Our Services Rates and Charges from 30th of June 2025 to 2026:

	Daily 6am-8pm	Evening 8pm-12 midnight	Night 12 midnight -6am	Saturday	Sunday	Public Holiday	Sleepover 10pm-6am
HOURLY RATE	\$70.23	\$74.45	\$75.69	\$93.17	\$118.06	\$142.91	\$300.80

*Sleepover is 8 hours. Must be rolled over from an evening shift or continue to a morning shift.
Note: Care coordination is available and priced flexibly, depending on the level and type of services provided.
Package-managed arrangements (in collaboration with Trilogy Care) 10%

Self-Managed (Consumer-Directed) Clients

Sydney Care Support accepts and supports ****self-managed (consumer-directed) clients****.

We work directly with consumers who choose to self-manage their Support at Home funding, providing flexible, transparent, and tailored services aligned with individual needs and preferences.

Our approach to self-managed clients includes:

- Clear service agreements and pricing
- Flexible scheduling and support options
- Collaborative communication with consumers and their nominated representatives
- Compliance with applicable guidelines and standards

Funding & Choice

Support at Home services may be accessed through:

- Package-managed arrangements (in collaboration with Trilogy Care)
- Self-managed (consumer-directed) arrangements

All services are delivered in accordance with individual care plans, funding arrangements, and relevant regulatory requirements.

Other Services & Charges:

Third-Party / Sub-contractor Services Price as per the requested quote	Travel Fees \$1 per km	Sleepover & 24- Hour Care Price as per the requested quote
Other purchases for services, consumables, or equipment Price as per the requested quote and handling fees		

Are you with another provider and don't know how to change to a new provider?

Are you worried that changing the provider might delay your waiting time for a higher package level?

Are you worried about losing your package if you change the provider?

Are you worried about changing the provider might affect your package level?

Are you worried that your current provider will charge you extra or an exit fee if you change?

Are you worried about losing the support worker or carer you work with if you change the provider?

We have all the answers to your questions!
If you have more questions, **call us on [1300 798 162](tel:1300798162)**



HOW TO CHANGE YOUR PROVIDER?

1

Call your current provider and inform them you are exiting their services in 1 two weeks. If possible, send them an email or a text message as well.

2

Call My Aged Care at 1800 200 422 and tell them you have decided to exit 2 your current provider and need a new referral code.

3

3 My Aged Care will provide you with a referral code (xx-xxxxxxxxxx).

4

all us with the new referral code, and we can book you through 4 My Aged Care portal.

5

We will arrange a face-to-face or phone meeting. We will prepare all the necessary documents and visit you for a 30 to 45-minute appointment to sign up

6

You're ready to go!



Does changing the provider affect your package level?

No, changing the provider does not affect your package level. Your funding and package level remain the same. No provider is allowed to force or threaten you to stay with them. If you experience this, call My Aged Care at 1800 200 422 to report the abuse. You don't need to inform your current provider about the new provider –it's your choice and control.

Does changing the provider delay your waiting time for a higher package level?

No, the process of upgrading to a higher package level is managed by My Aged Care and ACAT (aged care assessment team), independent of your service provider. To receive updates about your wait time and package level, call My Aged Care at 1800 200 422.

Will your current provider charge you extra or an exit fee?

Check the service agreement you signed with your current provider. They cannot charge you extra unless it is stated in your signed service agreement. Review your monthly statements to ensure there are no extra charges beyond the services provided. If your provider refuses to provide the statement, contact My Aged Care to file a complaint. They will follow up on your behalf and ensure any extra charges are transferred to your package funding.

Will you lose your package if you change the provider?

No, your package is registered under your Medicare number with Services Australia. As long as your package is with a registered provider, it will always be yours unless you or your representative requests to cancel it with My Aged Care.

Do you want your current/existing carer to continue support you in the new agency?

We are here to support you and make your life easier. If you have a carer who has been supporting you and you are happy with them, we will onboard (employ) your care worker to ensure continuity and avoid any discomfort or stress to you or your loved ones.



If you have any further questions or need assistance, please contact us on **call us on [1300 798 162](tel:1300798162)**

“Third Party Supplier Invoices Will be Paid in 5-7 Business Days”

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Other Services & Charges

Staff Travel Fee	\$1 per km
Third-Party / Sub-contractor Services (physiotherapy, O.T, Allied health Services, Home modification and home maintenance)	Price as per the requested quote
Consumable, assistive equipment supplementsv (per Consumer guideline)	Price as per the requested quote
After hours emergency care management support for complex situations e.g. floods, evacuations, bushfires, extreme weather conditions and welfare check	\$50 per hour
Wellbeing & social support Home visit – charged per hour	\$70.23
Personal Care	\$70.23
Domestic assistance	\$70.23
Transport	\$70.23
Community Participation	\$70.23
Nursing Services 1 hour	\$95
Nursing – Follow Up Phone Call 15 minutes	\$25
Phone Medication Prompt 15 minutes per Call / Video Call	\$25
Phone Social Support 30 minutes per Call /Video Call	\$25
Wellbeing & social support group 2-hour session (community centre, social hub)	\$70
Social Inclusion 10 am–3 pm (community centre, social hub)	150

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Services we can offer under our home care package

- 1 Transport - Supermarkets, hair salon, GP clinics, hospitals, Recreational places such as park Cinemas, Museums, and shopping centres, SRL club attendance, Bingo night attendance.
- 2 Allied Health - Podiatry, Physiotherapy, clinical massage, consultation, psychology, occupational therapy, chiropractor, dietitian.
- 3 Acupuncture
- 4 Gardening and Lawnmowing
- 5 Lego Therapy - A play-based, structured intervention designed to support the development of social communication skills.
- 6 Meal Delivery - Order meals from valid brands such as Lite n Easy.
- 7 Meal Preparation with the help of a Support worker.
- 8 Registered Nurse - to ensure health condition, to conduct clinical assessments such as blood pressure, glucose level, weight and height, skin condition, wound care, fall risk assessment and dementia assessment.
- 9 Personal Care - showering, getting dressed, oral hygiene, toiletry, hairstyling, hair brushing, hair dying, face and beauty care, manicure, pedicure etc.
- 10 Domestic Assistance - basic house cleaning such as doing the dishes, vacuuming and mopping, dusting coffee tables and dining tables, wiping kitchen tops, tidying inside cabinets, tidying up inside the fridge, washing clothes and ironing, hanging clothes, cleaning bedrooms, and changing bed sheets.
- 11 Yard and outdoor Maintenance - Deep cleaning, spring cleaning, window cleaning, pest control, garden maintenance, lawn mowing, tree trimming, planting seasonal flowers and trees, gutter cleaning, minor maintenance.
- 12 Home and indoor maintenance - electricity minor maintenance, changing of light bulbs, cleaning of light bulbs, plumbing issues, heater issues, doorbell, ...
- 13 Incontinence Aid - Incontinence pad, adult nappies, clothes suitable and easy for nappies, pants, trousers, shirts, shorts, bed sheets, pillowcases...
- 14 Assistive technology and mobility equipment - Wheelchair, shower chair, shower mat, bedside table, bed top table, handrails.
- 15 Call and follow up with different governmental organisations and clinics, booking appointments, public housing and community housing, city council.
- 16 Easy technology training such as how to use your mobile phone, iPad, tablet, laptop, and TV.
- 17 How to make a social media account like Instagram or Facebook, how to type your daily journal, how to create an email address, and how to send and receive emails.
- 18 How to watch videos and YouTube channels, and more.
- 19 NBN, Internet, application and software, electronic devices setup support, remote and in person, 24/7