

Poppy's Home Care is a locally owned and nurse-led provider, supporting older adults to remain independent, safe, and comfortable in their own homes. Our approach is personal and consistent – you will be supported by a small, caring team who know you well and take the time to understand you and your routines, preferences, and goals.

As a local provider, we build genuine relationships and work closely with you and your family to deliver flexible and professional home care services. We value transparency and clarity. This price list sets out our services and fees so you can easily understand your options and choose the support that best suits your needs and lifestyle.

Independence services

Service (per hour)	Weekday	After Hours	Saturday	Sunday	Public Holiday
Personal Care	\$120	\$135	\$165	\$200	\$235
Respite Care	\$120	\$135	\$165	\$200	\$235
Medication Assistance	\$120	\$135	\$165	\$200	\$235
Individual Social Support	\$120	\$135	\$165	\$200	\$235
Remedial Massage (per visit)	\$155	N/A	N/A	N/A	N/A

Everyday Living Services

Service (per hour)	Weekday	After Hours	Saturday	Sunday	Public Holiday
Domestic Assistance	\$110	\$120	\$150	\$180	\$215
Meal Preparation (in home)	\$110	\$120	\$150	\$180	\$215
Meal Delivery	Please	Ask	For an	Individual	quote
Shopping	\$120	\$135	\$165	\$200	\$235
Gardening	\$100	N/A	N/A	N/A	N/A
Maintenance	\$130	N/A	N/A	N/A	N/A

Clinical Services

Service	Weekday	After Hours	Saturday	Sunday	Public Holiday
Nursing – RN (per hour)	\$190	\$210	\$255	\$315	\$375
Nursing – EN (per hour)	\$155	\$175	\$215	\$275	\$330

Allied Health Services / Clinical Services – Per Hour

Service	Initial / subsequent -Direct Care	Indirect Care / Report (per hour)
Physiotherapy	\$235	\$235
Allied Health Assistant – Physio Exercises	\$180	\$180
Occupational Therapy	\$245	\$245
Podiatry	\$235	\$235
Exercise Physiology	\$200	\$200
Counselling	\$180	\$180
Dietician	\$200	\$200

Transport Direct (Independent Category)

Direct Transport Per Trip	Weekday	Saturday	Sunday
0–15 km	\$50	\$75	\$85
16–30 km	\$100	\$150	\$170
31–50 km	\$150	\$225	\$255
51–70 km	\$200	\$300	\$340
71–99 km	\$250	\$375	\$425

Care Management

With Poppy’s Home Care, you will have your own dedicated Care Partner who understands what matters to you and supports you to stay independent, safe and confident at home. Your Care Partner is your dedicated point of support – helping plan your services, coordinating supports, staying connected with you, and ensuring your care always reflects your needs and preferences.

Under the Support at Home program, Services Australia deducts 10% of your quarterly funding for Care Management. This amount is set by the government and applies to all approved providers. Care Management includes updating your care plan, coordinating services, monitoring your budget, working with health professionals and responding to any changes in your needs.

Service	Per Hour
Care Management	\$160
Clinical Care Management	\$180
Restorative Care Management	\$180

Client Contributions

Under the Support at Home program, the Australian Government may apply a client contribution depending on your pension status, income and personal circumstances. All Support at Home clients are required to complete an income assessment with Services Australia. This assessment determines whether a contribution applies and how much is payable. We will always explain contributions simply and openly, and work with you to ensure your funding is used in the way that best supports your wellbeing and goals.

Client co-contributions	Clinical Care	Independence Services	Everyday Living Services
Full Pensioners	0%	5%	17.5%
Part Pensioner and commonwealth health card	0%	Between 5%–50%	Between 17.5%– 80%
Self-funded Retiree	0%	50%	80%

Important Information

Services

Our standard service hours are Monday to Friday, 6:00am – 6:00pm. Weekday services are from one 1 hour, and weekend and public holiday services have a minimum of 2 hours. Services are charged in 15-minute increments after the minimum service time. A full-service fee applies for services cancelled with less than 24 hour's notice. Transport is charged as a one-way trip unless otherwise agreed.

Pricing

All prices are listed exclusive of GST (where applicable) and may be reviewed in line with program or workforce requirements. You will be notified of any price updates, and we will support you to understand what this means for your funding and services.

Use of Alternative Associated Providers

Poppy's Home Care works with a range of trusted Associated Providers to ensure clients can access the services and supports they need. In some circumstances, a client may choose to use a different provider, where this occurs, the cost of the service may differ from the pricing outlined in Poppy's Home Care's published price list.

Any variation in pricing will be discussed with the client and/or their representative before services commence, and approval will be obtained prior to any service being arranged. Clients will be fully informed of any additional costs or pricing differences so they can make an informed decision about their care and support.