MAREE CARE

Together We Thrive

INFORMATION BOOKLET

2026 - 2027



Australian Government

myagedcare

OUR COMMITMENT

We know how exhausting it can be trying to find genuine care for yourself or someone you love.

So many families come to us after dealing with providers who don't answer the phone, constantly change support workers, fail to communicate properly, and make them feel like they're just another number in the system.

You shouldn't have to chase updates.
You shouldn't have to repeat yourself every single time you call.
And you definitely shouldn't be lying awake at night wondering whether you or your loved one is actually being properly cared for.

That's why Maree Care was built differently.

We believe good care starts with genuine human connection. When you call us, we answer. You speak to real people who know your story. We do everything we can to provide consistent support workers, so your loved one sees familiar faces they can actually build trust with — not a revolving door of strangers walking through the front door every week.

And no — we're not going to sit here and pretend we're perfect.
Mistakes happen. In care, they sometimes do.

But the difference is: we take accountability.
We communicate openly.
And we fix problems fast.

Because when it comes to your mum, dad, or loved one, "good enough" simply isn't good enough.

At Maree Care, our goal is simple: take the stress off you, while making life better for them. So instead of spending your time managing rosters, chasing providers, and worrying about what's happening behind the scenes, you can get back to what actually matters — spending quality time with your loved one.

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TRIPLE H APPROACH

Redefining care systems to provide inclusive support in a community where everyone feels heard and supported through compassionate connections.

The Head

Redefining the Care System

The Hands

Inclusive Support in a Community

The Heart

Compassionate Connections



SUPPORT AT HOME FUNDING

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

Your funding is calculated on a daily basis. This means that your funding will vary slightly depending on the number of days in each month.
The annual amount will remain the same unless updated by The Department of Health and Aged Care.

OUR SERVICE PRICING

Service	Weekday	Saturday	Sunday	Public Holiday
Domestic Support per hour	$89	$134	$178	$222
Personal Care per hour	$95	$142	$190	$238
Member Transport per hour	$95	$142	$190	$238
Travel Transport per kilometre	$2	$2	$2	$2
Registered Nurse per hour	$136	$204	$272	$340
Care Management per hour	$146	NA	NA	NA
Cleaning per hour	$78	$117	$156	$195
Gardening per hour	$124	$186	$248	$310
Home Maintenance per hour	$134	$201	$268	$335
Meal Delivery per meal	$18	NA	NA	NA
Laundry per hour	$60	$120	$160	$200

Allied Health Pricing

Service	Weekday	Saturday	Sunday	Public Holiday
Physiotherapy Initial Consult (90 mins)	$356	$534	$712	$890
Physiotherapy Standard Follow Up Consult (60 mins)	$237	$356	$474	$592
Physiotherapy Focused Follow Up Consult (45 mins)	$178	$267	$356	$445
Exercise Physiology (per hour)	$237	$356	$474	$592
Occupational Therapy (per hour)	$220	$330	$440	$550
Massage Therapy (per hour)	$237	TBQ	TBQ	TBQ
Podiatry (per hour)	$249	$374	$498	$622
Speech Pathology (per hour)	$235	$352	$470	$588
Psychology (per hour)	$258	$387	$516	$645
Counselling or psychotherapy (per hour)	$258	$387	$516	$645
Acupuncture (per hour)	$220	$330	$440	$550
Chiropractics (per hour)	$220	$330	$440	$550
Remedial massage (per hour)	$220	$330	$440	$550
Osteopathy (per hour)	$249	$374	$498	$622
Report Writing (per hour)	$119	$178	$238	$298

OUR REGIONAL SERVICE PRICING

Service	Weekday	Saturday	Sunday	Public Holiday
Domestic Support per hour	$103	$154	$206	$258
Personal Care per hour	$109	$164	$218	$272
Member Transport per hour	$109	$164	$218	$272
Travel Transport per kilometre	$2	$2	$2	$2
Registered Nurse per hour	$156	$234	$312	$390
Care Management per hour	$146	NA	NA	NA
Cleaning per hour	$90	$135	$180	$225
Gardening per hour	$143	$214	$286	$358
Meal Delivery per meal	$18	NA	NA	NA
Laundry per hour	$92	$138	$184	$230

Our regional pricing reflects the additional costs of delivering high-quality care to clients located more than 100km from Melbourne CBD. We remain committed to providing the same exceptional standard of support, no matter where you are.

Regional Allied Health Pricing				
Service	**Weekday**	**Saturday**	**Sunday**	**Public Holiday**
Physiotherapy Initial Consult (90 mins)	$409	TBQ	TBQ	TBQ
Physiotherapy Standard Follow Up Consult (60 mins)	$273	TBQ	TBQ	TBQ
Physiotherapy Focused Follow Up Consult (45 mins)	$205	TBQ	TBQ	TBQ
Exercise Physiology (per hour)	$308	TBQ	TBQ	TBQ
Occupational Therapy (per hour)	$253	$380	$506	$632
Massage Therapy (per hour)	$273	TBQ	TBQ	TBQ
Podiatry (per hour)	$286	$429	$572	$715
Speech Pathology (per hour)	$270	$405	$540	$675
Psychology (per hour)	$296	$444	$592	$740
Counselling or psychotherapy (per hour)	$296	$444	$592	$740
Acupuncture (per hour)	$253	$380	$506	$632
Chiropractics (per hour)	$253	$380	$506	$632
Remedial massage (per hour)	$253	$380	$506	$632
Osteopathy (per hour)	$286	$429	$572	$715
Report Writing (per hour)	$136	$204	$272	$340

SAH CARE MANAGEMENT FEES

Fully Managed SAH Package	
Care Management Fee 10% of Support at Home Package	With a fully managed package, your Maree Care team takes care of everything for you. The government sets aside 10% of your yearly Support at Home funding for care management — and our fee of $146 per hour is charged from this amount, meaning it does not affect the rest of your package budget. This covers the complete coordination, delivery, and ongoing review of your services—including care planning, rostering, communication with providers, and regular wellbeing check-ins. We handle all the details so you can focus on living comfortably at home, knowing your care is organised and supported by a trusted team.

Self Managed Home SAH Package	
Care Management Fee 10% of Support at Home Package	Even when you're self-managing your package, having a Maree Care professional in your corner makes all the difference. The government sets aside 10% of your yearly Support at Home funding for care management — and our fee of $146 per hour is charged from this amount, so it won't eat into the rest of your package budget. This covers access to a Care Manager for guidance, reviews, and planning support—without us managing every service on your behalf. You take the lead in booking and organising your services, while we help you stay compliant, support your care goals, and step in when you need expert advice.
Administration Fee 10% of Support at Home Package	This fee covers essential administrative services such as setting up invoices, processing payments to service providers, compliance tracking, communication logs, documentation storage, and maintaining accurate records required for your package.



Other Fees	
Exit Fee	No Fee
Basic Daily Fee	No Fee

Fully Managing Your SAH Package

Under the Support at Home (SAH) program, you have the flexibility to choose how your government-funded home care is managed. Maree Care offers two clear options: Fully Managed or Self Managed—each designed to suit your preferences, capacity, and desired level of involvement in care planning and coordination.

Fully Managed Support at Home

In a Fully Managed package, your dedicated Maree Care team takes care of everything for you. We handle the planning, coordination, rostering, and ongoing adjustment of your services based on your needs and goals.

- You're supported by a **qualified Care Manager** who works with you to build and review your care plan.
- We coordinate all your services, check in regularly, and ensure you're receiving the best care at the right time.
- All administration, record keeping, and compliance obligations are handled by us.
- You'll have peace of mind knowing everything is taken care of—without the paperwork or stress.

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Self Managing Your SAH Package

Self Managed Support at Home

Self Managing gives you **greater independence and control** over how your care is delivered—while still having access to guidance and support from our team when needed.

- You arrange your own services and communicate directly with your chosen providers.
- You still have access to your Maree Care team for general advice, record keeping, and to help you meet SAH requirements.
- A Care Manager is available for support as required, but you're primarily responsible for scheduling and overseeing care delivery.

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HOW IT WORKS?

Your Support at Home Package funding from the Australian Government will be allocated quarterly. From this total amount, the Care Management Fee — and, if self-managed, the Admin Fee — will be deducted.

You can then use the remaining funds for any approved Support at Home services based on your needs and goals.

The services we provide at a fixed cost. All other services will be quoted as you need them, so we can ensure we're finding the best support and value for you.

EXAMPLE: CLASSIFICATION 3 SUPPORT AT HOME

SAH Quarterly Funding:	5,634.20
Care Management Fee (10%)	(563.42)
Domestic Support (2 hrs/week @ $89)	(2,314.00)
Physiotherapy (monthly @ $273)	(819.00)
Taxi Card (monthly @ $200)	(600.00)
TOTAL SPENT	(4,296.42)
Remaining Balance to Use Later:	**1,337.78**

Your Care Manager and the Care Team will work with you to find the best combination of support for you!

WHAT YOU CAN GET FROM SUPPORT AT HOME

Personal & Domestic Support

Highly skilled and experienced Helpers to provide support with personal care and domestic support including cleaning, laundry, shopping, meal preparation, social outings and interaction and transport.

Allied Health

Access to a wide range of Allied Health services either in your home or at the practice. Including physiotherapy, occupational therapy, remedial massage, podiatry and more!

Gardening

Services to assist you in maintaining your garden and continuing to embrace the joy of gardening.

Clinical Care

In Home visits from a registered and/or enrolled nurse to assist with diabetes management, risk assessments, medication management and general health check ups.

Care Management

A dedicated Care Manager, who works closely with you and your loved ones, and the Care Team at Maree Care to plan and organise the best support and services to help you continue to thrive in your own home.

Home Modifications

Working with you and an Occupational Therapist we can provide Home Modifications to ensure your home is safe and comfortable for you.

WHAT YOU CAN GET FROM SUPPORT AT HOME

Transport

We can provide a taxi card for you to travel independently or organise a Helper to drive and support you.

Meal Support

Nutritionally balanced meals can be prepared and delivered to your home ready for you to eat. We can also work with dieticians to formulate a personal meal plan.

Equipment & Aids

Our team will work with you to source, trial and purchase a range or equipment and mobility aids including walkers, beds, wheelchairs and more.

Community Participation

We provide Helpers to assist with transport to events and support or we can find someone for social interaction and company so you can share a cup of tea and have a chat.

Continence Management

If needed we can facilitate a continence assessment and the ordering and provision of continence aids.

WHAT YOU CAN GET FROM SUPPORT AT HOME

Psychology

Evidence-based support from a qualified psychologist to address mental health challenges, emotional wellbeing, and behavioural concerns. Sessions may include therapy, assessment, and coping strategies.

Counselling

Confidential, person-centred support to help you navigate grief, relationships, anxiety, and life changes. Delivered by qualified counsellors or psychotherapists.

Remedial Massage

Targeted massage therapy designed to treat muscular pain, tension, and injuries. Aimed at improving movement, circulation, and recovery under professional guidance.

Massage Therapy

Relaxation-focused massage promoting general wellbeing, stress relief, and comfort. Suitable for ongoing support to maintain physical and emotional balance.

WHAT OUR MEMBERS SAY

Lillian E.

I just would like to say this is my first experience and couldn't be happier with all the support and care. You are all amazing. Thank you!

Wallis P.

Exceptional! Cannot recommend this care provider enough. I have tried them all and none compare to this service. The caregivers are compassionate, attentive, and skilled, providing the utmost comfort and support for our loved ones. Highly recommend for anyone seeking quality elderly care.

Julie L.

It feels like im healing, because of the atmosphere at Maree Care. Because of good staffing and effective management, it makes the world of a difference. Thank you.

Josie M.

The fact that nothing is too hard to handle. They make you feel like part of a family and that no question is stupid or impossible to undertake.

Amy L.

Marj is a completely different person since Maree Care organised her new mattress. She is so much happier and not in anywhere near as much pain. Its a great change to see.

Evelyn G.

Exceptional staff members, very kind, patient and always willing to go out of their way to help me

1300 319 872

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CALL US FOR ANY QUESTIONS