

Your guide to Support at Home services, pricing and fees

– effective 1 July 2026

This guide is designed to help you clearly understand the services available to you, what they cost, and how your funding works—so you can feel confident about your care.

Care management

As your approved provider, we support you every step of the way. Each month, we'll provide at least one care management activity. This could include:

- Planning and reviewing your services
- Regular check-ins to ensure your care meets your needs
- Adjusting your care where required
- Managing and coordinating your care and documentation

A 10% care management fee is deducted from your quarterly budget to cover this support.

Care management fee	
Delivered weekdays 6am–6pm [†]	\$163.10

Service rates – what you can expect

We offer a range of services to support your health, wellbeing, and independence. Below is an overview of what's available.

Clinical care

Our clinical care services help you maintain or improve your physical and cognitive health. All care is delivered by qualified professionals using evidence-based practices.

Nursing care

Our nurses are available day and night to support your health at home. Depending on your needs, care may be delivered by:

- **Enrolled Nurse:** Basic care such as wound dressing and blood glucose monitoring.
- **Registered Nurse:** More complex care, including health assessments, medication management, and continence support.
- **Nursing Assistant:** Support with monitoring and day-to-day care.

Your Care Partner will ensure you receive the right level of care and review your needs regularly.

Service hours	Hourly rates		
	Enrolled Nurse [†]	Registered Nurse [†]	Nursing Assistant [†]
Weekday 6am–6pm	\$207.90	\$224.40	\$131.40
Weekday 6pm–6am	\$225.40	\$270.30	\$155.40
Saturday	\$262.70	\$314.30	\$175.10
Sunday	\$334.90	\$405.00	\$218.90
Public holiday	\$405.00	\$492.50	\$262.70

Nursing prices include everyday consumables like bandages and antiseptics. Specialised items (e.g. oxygen supplies or prescribed skin products) will be charged at cost.

Allied health and other therapeutic services

These services help you stay safe and independent at home by supporting your physical, functional and cognitive wellbeing.

Service	Hourly rates (Weekdays 8am–5pm) [†]
Physiotherapist	\$246.20
Exercise physiologist	\$246.20
Podiatrist	\$246.20
Dietitian or nutritionist	\$246.20
Occupational therapist	\$246.20

Some services may involve additional items like prescribed nutrition, which will be deducted from your budget at cost.

Telehealth services

You can access video or phone consultations with nursing and allied health professionals. It's just like a face-to-face visit from the comfort of your home.

Service	Hourly rates (Weekdays 8am–5pm) [†]
Telehealth – Allied health	\$197.00
Telehealth – Nursing	\$179.40

Personal care

We provide respectful and dignified support with essential daily tasks such as getting in and out of bed, showering, dressing, toileting and personal hygiene. Whether you need a little help or more comprehensive care, we're here for you.

Service hours	Hourly rate [†]	Short service (≤30 mins)
Weekday 6am–8pm	\$130.20	\$90.80
Weekday 8pm–6am	\$153.20	\$103.90
Saturday	\$172.90	\$114.90
Sunday	\$216.80	\$137.90
Public holiday	\$260.50	\$161.90

Personal care – overnight and 24-hour support

Care needs don't stop at the end of the day. We offer overnight and 24-hour support to help you feel safe, comfortable, and supported at all times. Whether you need occasional night-time assistance or continuous care, we'll work with you to create a plan that suits your routine and provides peace of mind for you and your loved ones.

Please contact us to discuss pricing for overnight or 24-hour care.

Independence Services

Respite, social support and community engagement

Staying connected to others is important for your wellbeing. We offer flexible support to help you stay socially active and maintain meaningful relationships. We also provide in-home respite care, giving your regular carer time to rest and recharge.

Individual social support and in-home respite care

Service hours	Hourly rate [†]	Short service (≤30 mins)
Weekday 6am-8pm	\$130.20	\$90.80
Weekday 8pm-6am	\$153.20	\$103.90
Saturday	\$172.90	\$114.90
Sunday	\$216.80	\$137.90
Public holiday	\$260.50	\$161.90

Group social support is available at an hourly rate of \$105.20 on weekdays 6am-8pm. For evening and weekend prices, please contact us.[^]

Everyday living

We offer practical support to help lighten your daily load so you can focus on the things that matter most to you.

Domestic assistance and meal preparation

We can help with:

- General house cleaning
- Laundry
- Grocery shopping
- Meal preparation

Services are tailored to your needs, whether you require a short visit or ongoing support.

Service hours	Hourly rate [†]	Short service (≤30 mins)
Weekday 6am–8pm	\$121.70	\$84.80
Weekday 8pm–6am	\$145.60	\$98.90
Saturday	\$163.00	\$108.70
Sunday	\$195.60	\$124.40
Public holiday	\$239.20	\$148.80

Additional services (self-funded)*

Sometimes you may want services that aren't covered by your government funding.

These optional services can be paid for privately, giving you flexibility and choice over the additional support you receive. Your Care Partner can work with you to coordinate additional services that are complementary to your care plan.

Associate Providers[#]

Using associate providers

If you have a preferred provider, we can arrange services through them. You may also choose from our trusted network or nominate your own associate provider. All associate providers must meet Australian Unity's quality and safety requirements.

Where the service is included in this Pricing Schedule:

- **We will charge the higher of:**

- (a) our standard unit price for that service, as set out in this Pricing Schedule; or
 - (b) the associate provider's cost,
- plus a fee of up to 10% to cover our costs of arranging and supporting the service.

- **Where the service is not included in this Pricing Schedule:**

We will charge the associate provider's actual cost, plus a fee of up to 10% to cover our costs of arranging and supporting the service (including administration, coordination, oversight of service delivery, and processing claims)

If a service is delivered by an associate provider before we proceed we will always confirm the price, any contribution you may need to pay, and obtain your agreement before arranging services.

Assistive technology and home modifications

We help you live safely and independently in your home by providing access to equipment and modifications through the Assistive Technology and Home Modifications (AT-HM) Scheme.

If eligible, this may include:

- Mobility aids
- Safety modifications
- Equipment to support daily living

We'll work with you to make sure everything is set up properly, and that you feel confident using it.

Fees

To support coordination and setup, the following fees may apply:

- **Coordination costs for home modifications:** Up to 15% of quoted cost (maximum \$1,500)
- **Administration costs for assistive technology:** Up to 10% of quoted cost (maximum \$500)

Equipment and modification costs vary depending on your needs. We will confirm all costs with you before proceeding.

Restorative care

The Restorative Care Pathway is a short-term program designed to help you maintain or regain your independence.

It focuses on:

- Early intervention
- Clinical and allied health support
- Personalised care planning

If eligible, you'll receive a tailored care plan with services that match your goals—whether that's improving mobility, managing health conditions, or simply feeling more confident at home.

Restorative care is funded separately from your regular Support at Home budget and gives you access to extra support when you need it most.

Restorative care management fee	
Weekdays 6am–6pm†	\$207.90

Our clinically qualified restorative care partners will work closely with you to set up and coordinate your care plan.

Your restorative care plan will include services based on your individual goals—most commonly clinical support such as allied health and nursing. These services are charged at the standard rates listed in this guide.

End-of-life care

We understand that choosing end-of-life care is a deeply personal and emotional decision. The End-of-Life Care Pathway is designed to support older people with a life expectancy of three months or less who wish to remain in the comfort of their own home.

This pathway offers gentle, respectful care that prioritises your dignity, comfort, and wishes. It includes additional in home services such as personal care, allied health, and general nursing to complement services available through state and territory-based palliative care programs. If you or a loved one would like to explore this option, your Care Partner is here to guide you through the application process with empathy and clarity.

End-of-life care is funded separately from other Support at Home classifications. If you transition to this pathway, it will replace your existing Support at Home classification.

Your Care Partner will continue to support you closely, working alongside a Clinical Care Partner to ensure your care is coordinated with compassion and professionalism.

End-of-life care management fee	
Weekdays 6am–6pm [†]	\$207.90

Terms and Conditions

Service duration

- † One hour of service. Longer services will incur an incremental charge in 15 minute blocks thereafter, and not pro-rata. Service duration will not exceed 8 hours.

Short services

Applies to services up to 30 minutes.

Group social support

- ^ Charged per hour. Maximum duration: 4 hours.

Additional Services

- * These are any services you request, and we agree to provide, that will be paid from your own funds. For example, because you have exhausted any government funding, including any Home Care Package unspent funds that you may have retained for use under Support at Home.

Associate providers

- # You will still be required to pay a contribution towards the cost (final service price) of non-clinical services delivered by an associate provider. Contribution rates will be determined based on the type of service delivered and your income and asset assessment undertaken by Services Australia.

Participant contributions

Under Support at Home, you may be asked to pay a contribution towards the services you receive. Payment of contributions depends on your circumstances and the type of services you receive.

Contributions are based on an assessment by the Commonwealth Government via Services Australia, with actual contribution rates determined through an income and asset assessment. If you are required to pay contributions, Services Australia will notify you of the contribution amount payable.

We will send you an invoice each month, which shows the contribution amount you'll need to pay, if applicable.

Cancellations

Notice must be received no less than 48 hours before the scheduled service or we may charge fees or charges payable under your Service Agreement and/or your full contribution amount and claim any government funding for the service.

Tax

GST is included in the price where applicable. The actual cost of an associate provider will be reduced to the extent that we can claim the GST.

Validity

Prices and fee schedule is valid from 1 July 2026 but may be subject to change at any time as published and in line with the terms of our Service Agreement.

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