Your guide to Support at Home services, pricing, and fees

– starting 1 November 2025

We understand that navigating home health & care services can feel overwhelming at times. That's why we've created this pricing guide, to help you feel confident and informed about the care and support you receive.

Home support care management fees

As your approved provider, we're here to support you every step of the way. Each month, we'll provide at least one care management activity. This could include planning your services, checking in to make sure things are working well, or helping you adjust your care as your needs change.

We also take care of documentation and follow-ups, so you don't have to worry.

A 10% care management fee will be deducted from your quarterly budget and allocated to our care management account.

Care management fee	
Delivered weekdays 6am – 6pm†	$155.70

Service rates – what you can expect

We're here to support your health and wellbeing with a range of services tailored to your needs. Below is an overview of the types of care we offer and what each service includes.

Clinical care

Our clinical care services are designed to help you maintain or regain your physical and cognitive abilities. These services are delivered by qualified health professionals using evidence-based practices to ensure safe, high-quality support.

Nursing care

Our nurses are available day and night to support your health at home. Depending on your needs, you may receive care from a:

- **Enrolled Nurse** - for basic care like wound dressings and blood glucose monitoring.
- **Registered Nurse** – for more complex care such as health assessments, wound care, continence support and medication administration including injections.
- **Nursing Assistant** – for assistance in monitoring and supporting your care.

Your Care Partner will work with you to ensure your nursing needs are met by the right professionals and reviewed regularly.

Service delivered	Enrolled Nurse†	Registered Nurse†	Nursing Assistant†
Weekday 6am-6pm	$198.50	$214.20	$125.40
Weekday after hours	$215.20	$258.00	$148.40
Saturday	$250.80	$300.00	$167.20
Sunday	$319.70	$386.60	$209.00
Public Holiday	$386.60	$470.20	$250.80

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	Service Delivered Weekday 8am-5pm†
Physiotherapist	$235.00
Exercise Physiologist	$235.00
Podiatrist	$235.00
Dietitian or Nutritionist	$235.00
Occupational Therapist	$235.00

Some services may involve additional items like dietary supplements or mobility aids. These will be deducted from your budget at cost.

Telehealth

Our telehealth services offer 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	Service Delivered Weekday 8am-5pm†
Telehealth – Allied Health	$188.10
Telehealth – Nursing	$171.30

Independence Support

We're here to help you manage everyday activities and maintain the skills you need to live independently. Whether it's support with routines or adapting to changes in your abilities, we'll work with you to keep you feeling confident and capable.

Personal Care

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

Service Delivered	Personal Care†	Short Services%
Weekday 6am-8pm	$124.30	$86.70
Weekday 8pm-6am	$146.30	$99.20
Saturday	$165.10	$109.70
Sunday	$207.00	$131.60
Public Holiday	$248.70	$154.60

% Short Services rates apply for services up to 30 minutes.

Personal Care – Overnight and 24-Hour Support

We understand that care needs don't stop at the end of the day. That's why we offer overnight and 24-hour personal care services to ensure you feel safe, supported, and comfortable around the clock.

Whether you need assistance during the night or continuous care throughout the day, our compassionate team is here to help. We'll work with you to tailor support that fits your routine and gives you and your loved one's peace of mind.

If you need overnight or 24-hour support, please contact us to discuss pricing.

Respite, Social Support and Community Engagement

Staying connected to your community and loved ones is so important. That's why we offer flexible support to help you enjoy meaningful activities and quality time with friends and family.

We also provide in-home respite care to give you and your regular carer a chance to rest and recharge, knowing you're in safe hands.

Service Delivered	Individual social support and in-home respite care[†]	Short Services[%]	Group social support[~]
Weekday 6am-8pm	$124.30	$86.70	$100.45
Weekday 8pm-6am	$146.30	$99.20	Price on application
Saturday	$165.10	$109.70	
Sunday	$207.00	$131.60	
Public holiday	$248.70	$154.60	

% Short Services rates apply for services up to 30 minutes.

Everyday Living

We know that keeping your home clean and comfortable can be a big task. That's why 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

Need a hand around the house? We're here to help with everyday tasks like:

- General house cleaning
- Laundry
- Grocery shopping
- Preparing meals

Whether it's a quick visit or a longer session, we'll tailor our support to suit your routine.

Service Delivered	Domestic Assistance and Meal Preparation†	Short Services%
Weekday 6am-8pm	$117.00	$81.50
Weekday 8pm-6am	$140.00	$95.10
Saturday	$156.70	$104.50
Sunday	$188.10	$119.60
Public Holiday	$230.00	$143.10

% Short Services rates apply for services up to 30 minutes.

Additional services – More care when you need it*

Sometimes, you might need a little extra help beyond what your funding covers. So we offer additional services that you can choose to pay for yourself.

No government contribution assessment is needed for these services. You're in control of what you access and when.

Support from trusted third-party providers under Support at Homeβ

We understand that your needs may go beyond what we directly offer or that you may have a preferred provider for certain services. That's why we're happy to help you access services from trusted third-party providers like gardening, transport, home maintenance, or meal delivery.

You can choose from our panel of providers or nominate a provider of your choice. We will confirm the price, any applicable contribution, and ensure an agreement is in place before the service is arranged, to ensure everything meets quality and safety standards.

The final price includes the provider's actual cost plus up to 10% to cover our support in managing the service, which includes:

- Oversight to ensure a third-party worker meets their obligations under the Aged Care Act (e.g. conducting worker screening and training the worker in our complaints and incident management procedures); and
- Managing participant claiming.

Other Support services

Assistive Technology and Home Modifications Scheme

We want to help you live safely, comfortably and independently in your own home. Through the Assistive Technology and Home Modification (AT-HM) Scheme, you can access tailored equipment and make changes to your home that support your wellbeing.

This might 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 for coordination and administration help cover the setup, training and safe use of your equipment:

- Coordination fee: Up to 15% of quoted costs or max $1,500 (whichever is lower)
- Administration fee: Up to 10% of quoted costs or max $500 (whichever is lower)

Prices for equipment and modifications vary depending on your needs. We'll confirm everything with you before moving ahead.

Restorative Care

Sometimes, a little extra support can make a big difference. The Restorative Care pathway is designed to help you maintain or regain your independence through short-term, intensive care and support.

This program focuses on:

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

If you're 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. If this pathway feels right for you, we're here to help guide you through the application process and make it as smooth as possible.

Restorative Care Management

Home support restorative care management	
Weekdays 6am–6pm†	$198.50

Our clinically qualified restorative care partners will work closely with you to set up and coordinate your care plan. We take a team-based approach to ensure your services are working well, adjusting them as needed, and connecting you to additional supports.

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.

Restorative Care Services

Your restorative care journey will be guided by a personalised goal plan, designed around what matters most to you. Most services in this pathway are clinical in nature, like allied health or nursing, and are delivered by professionals who understand your unique needs. These services are charged at the standard rates outlined in this guide, so you'll always know what to expect.

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. 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.

End-of-Life Care Management

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.

Care Management Fee	
Weekdays 6am–6pm†	$198.50

End-of-Life Care Services

This care pathway 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.

Terms and Conditions

Service duration

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

% Short services: Price for services up to 30 minutes.

~ Group social support: Price for one hour of service. Service duration will not exceed 4 hours.

* Additional Services means 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.

β Third-party workers and Price on Application (POA): Where a service is delivered by a third-party provider, the final price will be the actual cost of the third-party service provider, plus up to 10% to cover our costs of supporting the third-party for activities. You will still be required to pay contributions towards the cost (final service price) of non-clinical services delivered by a third party. 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 a third-party service provider will be reduced to the extent that we can claim the GST.

Validity

Prices and fee schedule is valid from 1 November 2025 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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