

Support at Home – pricing schedule

As at 1 November 2025

Under the Support at Home program, we offer a wide range of quality nursing, allied health, personal care and support services to help people live positively and improve their health, well-being and independence.

We offer Clinical, Independence and Everyday Living services based on your needs, your assessed eligibility and budget.

Clinical services

We can provide nursing and specialised clinical care including dementia care, diabetes support, continence management, medication management, wound management, and stoma care. Our team of highly skilled nurses and allied health professionals can help you optimise your strength, function and independence.

Hourly rates

Nursing Care	Standard	Evening	Saturday	Sunday	Public Holiday
• Registered nurse	\$169	\$207	\$248	\$286	\$402
• Registered nurse (consultant)	\$190	\$230	N/A		
• Enrolled nurse	\$138	\$166	\$199	\$229	\$320
• Nursing assistant	\$116	\$143	\$174	\$203	\$289
• Nursing care consumables	Prices available on request				

Allied Health and Nutrition	Standard	Evening	Saturday	Sunday	Public Holiday
Physiotherapist (individual)	\$229	N/A			
Occupational therapist					
Podiatrist					
Physiotherapist (group)	\$52	N/A			
Dietitian	\$219	N/A			
Exercise physiologist					
Social worker					
Speech pathologist					
Counsellor or psychotherapist					
Allied health therapy assistant	\$145	N/A			
Psychologist	\$239	N/A			
Music therapist	Prices available on request				
Aboriginal and Torres Strait Islander health practitioner					
Aboriginal and Torres Strait Islander health worker					
Prescribed nutrition					

Telehealth and Virtual Care	Standard	Evening	Saturday	Sunday	Public Holiday
• Registered nurse	\$162	\$197	\$235	\$272	\$382
• Registered nurse (consultant)	\$180	\$219	N/A		
• Enrolled nurse	\$132	\$159	\$189	\$218	\$305
• Physiotherapist	\$220	N/A			
• Occupational therapist	\$220	N/A			

Independence services

We offer essential personal care, therapeutic, and social support services designed to enhance your independence and optimise your well-being. We will work with you to understand what matters most, so you can stay connected with your community.

Hourly rates

Personal Care	Standard	Evening	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	\$99	\$123	\$150	\$176	\$253
Assistance with the self-administration of medication					
Continence management					

Social Support and Community Engagement	Standard	Evening	Saturday	Sunday	Public Holiday
Group social support (<25 km, min. 4 hours)	\$54	\$67	\$81	\$95	\$135
Group social support (>25 km, min. 4 hours)	\$58	\$72	\$87	\$101	\$144
Individual social support	\$99	\$123	\$150	\$176	\$253
Accompanied activities					
Assistance to maintain personal affairs					
Individual social support (telehealth)	\$73	\$92	\$112	\$132	\$190
Cultural support	Prices available on request				
Digital education and support					
Expenses to maintain personal affairs					

Respite	Standard	Evening	Saturday	Sunday	Public Holiday
Flexible respite	\$99	\$123	\$150	\$176	\$253
Centre-based respite (min. 6 hours)	\$33	N/A			
Overnight respite (active, min. 10 hours)	N/A	\$104	\$127	\$148	\$211

Therapeutic Services for Independent Living	Standard	Evening	Saturday	Sunday	Public Holiday
Chiropractor	\$199	N/A			
Osteopath	\$189				
Remedial masseuse	\$179				
Acupuncturist	Prices available on request				
Art therapist					
Diversional therapist					

Transport	Standard	Evening	Saturday	Sunday	Public Holiday
Direct transport (<10km)	\$35	\$44	\$53	\$62	\$88
Direct transport (10 - 20km)	\$69	\$87	\$105	\$123	\$176
Direct transport (>20km)	\$104	\$130	\$158	\$185	\$264
Indirect transport	Prices available on request				

Everyday Living services

We can make life a little easier by completing or assisting with day-to-day tasks including home cleaning, laundry and ironing, home maintenance and repairs as well as meal preparation and support.

Hourly rates

Domestic Assistance	Standard	Evening	Saturday	Sunday	Public Holiday
General house cleaning	\$99	\$123	\$150	\$176	\$253
Laundry services					
Shopping assistance					

Home Maintenance and Repairs	Standard	Evening	Saturday	Sunday	Public Holiday
Gardening	\$109	N/A			
Assistance with home maintenance and repairs	Prices available on request				
Expenses for home maintenance and repairs					

Meals	Standard	Evening	Saturday	Sunday	Public Holiday
Meal preparation	\$99	\$123	\$150	\$176	\$253
Meal delivery	Prices available on request				

Care management

Under the Support at Home program, you will work with a dedicated Care Partner to create a care plan based on your needs, goals and interests. They'll get to know what's important to you, help you choose your services, consult with your supporter (if you wish), and update your budget as needed. They'll check in with you regularly to make sure your care plan is meeting your needs. For ongoing services, the Australian Government automatically sets aside 10% of your quarterly budget. For end of life and restorative care the below prices will apply for care management activities.

Care management hourly rate	
Ongoing services	\$120
Restorative care	\$160
End of Life	\$160

Contribution rates

Your contribution rate is determined by the Government (Services Australia). It is based on the type of service you wish to receive, your pension status as well as your income and asset assessment. You will need to pay contributions at your assessed rate for services received from the Everyday Living and Independence categories. You do not need to pay any contribution towards services received from the Clinical category.

Self-management: choose your own supplier

You can choose and manage your services with help and advice from your Care Partner. We have a range of trusted contractors for you to choose from, or you can choose your own. If you choose your own supplier any related charges will be outlined in your budget.

Assistive technology and home modifications

We can help organise equipment, assistive technology and home modifications to support your comfort and safety at home. We charge administration fees to cover the cost of assistive technology activities such as liaising with suppliers and arranging product delivery. This fee is calculated at 10% of the total cost of the item (or bundle), capped at \$500 (whichever is lower). To cover the costs of home modification activities, we charge a coordination fee equal to 15% of the total quoted home modification costs capped at \$1,500 (whichever is lower). Regardless of your assistive technology and home modification needs, our expert team of Care Partners will ensure a smooth and coordinated experience and will work with you to confirm and agree prices before purchasing.

Notes:

- This pricing schedule should be read together with your Agreement with us.
- Rates are exclusive of GST.
- Hourly rates are inclusive of employee wages, supplier charges and indirect costs such as administration and transit time.
- Our standard hours are 6am-6pm (Mon-Fri).
- Unless otherwise stated, time is billed at 30 minutes, then 15-minute increments after that.
- Registered nurse and individual social support services offered via telehealth are billed at 15 minutes, then 15-minute increments after that.
- Notification of any cancellation must be received at least two business days prior to the commencement of the service otherwise full fees will be incurred.
- You may be eligible for hardship assistance to pay for contributions. We can help you to apply for this assistance.
- Telehealth and virtual services may be offered where clinically appropriate.
- Some services or consumables will be charged based on their actual cost and will vary based on client needs, preferences and service availability. These services may be offered through third-party workers. Prices will be provided on request for indirect transport, selected therapeutic services for everyday living, meal delivery and home maintenance services as well as nursing consumables. These prices will include the cost of the service (or consumable) and may include overhead costs to support service delivery and quality assurance.
- We may adjust fees from time to time and will agree the price of services or consumables by mutual consent, following consultation with you.