

# Support at Home – pricing schedule

As at 1 July 2026

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 health, strength, and function.

| Nursing Care                                 | Rates                       |         |          |        |                |
|----------------------------------------------|-----------------------------|---------|----------|--------|----------------|
|                                              | Standard                    | Evening | Saturday | Sunday | Public Holiday |
| Registered nurse                             | \$189                       | \$233   | \$283    | \$330  | \$471          |
| Registered nurse (insulin and meds, 30 mins) | \$126                       | \$154   | \$187    | \$218  | \$310          |
| Registered nurse (consultant)                | \$202                       | \$250   | N/A      |        |                |
| Enrolled nurse                               | \$157                       | \$194   | \$235    | \$274  | \$391          |
| Nursing assistant                            | \$126                       | \$154   | \$187    | \$218  | \$310          |
| Nursing care consumables                     | Prices available on request |         |          |        |                |

| Allied Health and Nutrition        | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|------------------------------------|-----------------------------|---------|----------|--------|----------------|
| Physiotherapist (individual)       | \$235                       | N/A     |          |        |                |
| Occupational therapist             |                             |         |          |        |                |
| Podiatrist                         | \$241                       | N/A     |          |        |                |
| Dietitian                          | \$230                       | N/A     |          |        |                |
| Exercise physiologist (individual) |                             |         |          |        |                |
| Social worker                      |                             |         |          |        |                |
| Speech pathologist                 |                             |         |          |        |                |
| Counsellor or psychotherapist      |                             |         |          |        |                |
| Allied health therapy assistant    | \$153                       | N/A     |          |        |                |
| Psychologist                       | \$251                       | N/A     |          |        |                |
| Physiotherapist (group)            | \$59                        | N/A     |          |        |                |
| Exercise physiologist (group)      |                             |         |          |        |                |
| Prescribed nutrition               | Prices available on request |         |          |        |                |

| Telehealth and Virtual Care       | Standard | Evening | Saturday | Sunday | Public Holiday |
|-----------------------------------|----------|---------|----------|--------|----------------|
| Registered nurse                  | \$182    | \$225   | \$273    | \$318  | \$455          |
| Registered nurse (consultant)     | \$202    | \$250   | N/A      |        |                |
| Enrolled nurse                    | \$150    | \$185   | \$225    | \$263  | \$375          |
| Physiotherapist (assisted)        | \$235    | N/A     |          |        |                |
| Occupational therapist (assisted) |          |         |          |        |                |
| Physiotherapist (unassisted)      | \$187    | 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.

### Rates

| Personal Care                                            | Standard | Evening | Saturday | Sunday | Public Holiday |
|----------------------------------------------------------|----------|---------|----------|--------|----------------|
| Assistance with self-care and activities of daily living | \$126    | \$154   | \$187    | \$218  | \$310          |
| Assistance with the self-administration of medication    |          |         |          |        |                |
| Continence management                                    |          |         |          |        |                |

| Social Support and Community Engagement          | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|--------------------------------------------------|-----------------------------|---------|----------|--------|----------------|
| Group social support (inc. transport, min. 6 hr) | \$58                        | N/A     |          |        |                |
| Individual social support                        | \$112                       | \$139   | \$170    | \$199  | \$286          |
| Accompanied activities                           |                             |         |          |        |                |
| Assistance to maintain personal affairs          |                             |         |          |        |                |
| Individual social support (telehealth)           | \$99                        | \$122   | \$148    | \$173  | \$247          |
| Cultural support                                 | Prices available on request |         |          |        |                |
| Digital education and support                    |                             |         |          |        |                |
| Expenses to maintain personal affairs            |                             |         |          |        |                |

| Respite                                | Standard | Evening | Saturday | Sunday | Public Holiday |
|----------------------------------------|----------|---------|----------|--------|----------------|
| Flexible respite                       | \$112    | \$139   | \$170    | \$199  | \$286          |
| Centre-based respite (min. 6 hr)       | \$35     | N/A     |          |        |                |
| Overnight respite (active, min. 10 hr) | N/A      | \$138   | \$227    | \$265  | \$378          |

| Therapeutic Services for Independent Living | Standard | Evening | Saturday | Sunday | Public Holiday |
|---------------------------------------------|----------|---------|----------|--------|----------------|
| Chiropractor                                | \$209    | N/A     |          |        |                |
| Acupuncturist                               |          |         |          |        |                |
| Osteopath                                   | \$199    |         |          |        |                |
| Remedial masseuse                           | \$189    |         |          |        |                |

| Transport                               | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|-----------------------------------------|-----------------------------|---------|----------|--------|----------------|
| Direct transport (per trip, <10km)      | \$45                        | \$55    | \$67     | \$78   | \$111          |
| Direct transport (per trip, >10 - 20km) | \$65                        | \$80    | \$97     | \$113  | \$161          |
| Direct transport (per trip, >20 - 30km) | \$97                        | \$120   | \$145    | \$169  | \$241          |
| Direct transport (per trip, >30 - 40km) | \$168                       | \$207   | \$251    | \$293  | \$418          |
| 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.

### Rates

| Domestic Assistance    | Standard | Evening | Saturday | Sunday | Public Holiday |
|------------------------|----------|---------|----------|--------|----------------|
| General house cleaning | \$112    | \$139   | \$170    | \$199  | \$286          |
| Laundry services       |          |         |          |        |                |
| Shopping assistance    |          |         |          |        |                |

| Home Maintenance and Repairs                 | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|----------------------------------------------|-----------------------------|---------|----------|--------|----------------|
| Gardening                                    | \$113                       | 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         | \$112                       | \$139   | \$170    | \$199  | \$286          |
| Meal delivery (per meal) | 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            | \$155 |
| Restorative care            | \$185 |
| End of Life                 | \$185 |

## 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

We have a range of trusted contractors for you to choose from, or with help and advice from your Care Partner, 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.
- All rates are displayed per hour, except for nursing (insulin and meds, 30 mins), meal delivery (per meal), and direct transport (per trip). Rates are exclusive of GST.
- Hourly rates are inclusive of employee wages, supplier charges and indirect costs.
- Our standard hours are 6am-6pm (Mon-Fri).
- Unless otherwise stated, time is billed at 60 minutes, then 15-minute increments after that.
- Nursing consultant and allied health services offered via telehealth are billed at 60 minutes, then 15-minute increments after that. Other nursing telehealth services are billed at 15 minutes, then 15-minute increments after that.
- Individual social support services offered via telehealth are billed at 15 minutes, then 15-minute increments after that.
- Minimum hours for services offered by Associate Providers may vary between Associate Providers and services.
- 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.
- Last updated 06/07/2026