Support at Home – Pricing Schedule

As at 1 November 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.

Rates

Nursing Care	Standard		Evening		Saturday		Sunday		Public Holiday	
	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min
Nursing (Direct) [1]	$146	$207	$180	$256	$219	$311	$255	$362	$364	$517
Nursing (Indirect) [1]	-	$194	-	$240	-	$291	-	$340	-	$485
Nursing Assistant	-	$129	-	$158	-	$191	-	$223	-	$317

Allied Health and Nutrition	Standard	
	30 min	60 min
Physiotherapist (Direct)	$159[2]	$245
Occupational Therapist (Direct)		
Physiotherapist (Indirect)	-	$205
Occupational Therapist (Indirect)	-	
Social Worker (Indirect)	-	
Podiatrist	$159	$254
Exercise Physiologist	$139	$235
Dietitian		
Social Worker		
Speech Pathologist		
Counsellor or Psychotherapist		
Allied Health Therapy Assistant	-	$161
Psychologist	$201	$264

Group Allied Health	Standard	
	30 min	60 min
Physiotherapist	-	$62
Exercise Physiologist	-	

Telehealth and Virtual Care	Standard	Evening	Saturday	Sunday	Public Holiday
Nursing	$187	$231	$280	$326	$466
Physiotherapist (Assisted)	$245				
Occupational Therapist (Assisted)					
Physiotherapist (Unassisted)	$187				

Clinical expenses	Standard	Evening	Saturday	Sunday	Public Holiday
Nursing Care Consumables	Market rate - e.g. $60 per pack 14 continence pads				
Prescribed Nutrition	Market rate - e.g. $5.70 per nutritional drink				

[1] Includes nurse consultant, registered nurse and enrolled nurse
[2] In clinic only

Rates

Personal Care	Standard		Evening		Saturday		Sunday		Public Holiday	
	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min
Assistance with self-care and activities of daily living	-	$129	-	$158	-	$191	-	$223	-	$317
Assistance with the self-administration of medication	$95		$116		$141		$164		$233	
Continence Management										

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.

Social Support and Community Engagement	Standard	Evening	Saturday	Sunday	Public Holiday
Group Social Support	$63				
Individual Social Support	$126	$154	$187	$218	$310
Accompanied Activities					
Assistance to maintain personal affairs					
Individual Social Support (telehealth)	$114	$122	$148	$173	$247
Digital Education and Support	Market rate - e.g. $120 per hour				
Cultural Support	Market rate - e.g. $112 per hour				
Expenses to maintain personal affairs	Market rate - e.g. $40 per month (mobile plan)				

Therapeutic Services for Independent Living	Standard		Evening		Saturday		Sunday		Public Holiday	
	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min	30 min	60 min
Chiropractor	$159	$220	-							
Acupuncturist										
Osteopath		$209								
Remedial Masseuse	$153	$189								

Respite	Standard	Evening	Saturday	Sunday	Public Holiday
Flexible Respite	$126	$154	$187	$218	$310
Centre-based Respite	$35	-			
Overnight Respite (Active)	N/A	$138	$227	$265	$378

Transport [3]	Standard	Evening	Saturday	Sunday	Public Holiday
Direct Transport (<10km)	$65	$80	$97	$113	$162
Direct Transport (>10 - 20km)	$101	$116	$141	$164	$234
Direct Transport (>20 - 30km)	$151	$173	$211	$246	$351
Direct Transport (>30 - 40km)	$168	$207	$251	$293	$418
Indirect Transport	Market rate - e.g. $40 per taxi trip				

[3] Per trip

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	$121	$151	$184	$215	$309
Laundry Services					
Shopping Assistance					

Home Maintenance and Repairs	**Standard**	**Evening**	**Saturday**	**Sunday**	**Public Holiday**
Gardening	$113	-			
Assistance with home maintenance and repairs	Market rate - e.g. $110 per hr				
Expenses for home maintenance and repairs	Market rate - e.g. $150 per job (materials only)				

Meals	**Standard**	**Evening**	**Saturday**	**Sunday**	**Public Holiday**
Meal Preparation	$121	$151	$184	$215	$309
Meal Delivery [4]	Market rate - e.g. $9.35 per meal				

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

The Australian Government (Services Australia) determines the contribution rate you may pay towards certain Support at Home services. Your rate is based on your pension status and income and assets assessment.
Not all services attract a contribution. Services that are funded as clinical supports, including personal care, do not require a contribution from clients.

[4] Per meal

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 (ATHM)

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 unless stated otherwise.
- Rates are exclusive of GST.
- Rates are inclusive of employee wages, supplier charges, and indirect costs.
- Our standard hours are 6am-6pm (Mon-Fri).
- 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 costs. These include services where a ‘market rate’ has been listed and some self-managed services. Their prices will vary between clients and over time based on client needs, preferences, service availability, trip length, duration and other industry parameters (such as taxi surge pricing).
- 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 21/10/2026