

# Support at Home Program

## Effective: 1 November 2025

	Monday to Friday		Saturday	Sunday	Public Holiday
	Standard Hours 6 am - 8 pm	Non-Standard Hours			
<b>CLINICAL SUPPORTS</b>					
Registered Nurse	\$180	\$195	\$240	\$265	\$300
Enrolled Nurse	\$150	\$165	\$210	\$235	\$270
Allied Health Therapy Assistant	\$165				
Counsellor or Psychotherapist	\$225				
Dietitian or Nutritionist	\$250				
Exercise Physiologist	\$220				
Occupational Therapist	\$200				
Physiotherapist	\$330				
Physiotherapist at home	\$350				
Podiatrist	\$200				
Psychologist	\$240				
Social Worker	\$220				
Speech Pathologist	\$240				
Care Management	\$150				
Restorative Care Management	\$175				
<b>INDEPENDENCE</b>					
Personal Care	\$114	\$124	\$150	\$170	\$220
Social Support	\$114	\$124	\$150	\$170	\$220
Accompanied Activities (includes transport cost)	\$135	\$145	\$170	\$190	\$240
Therapeutic services for independent living (includes remedial massage, chiropractor)	\$180				
Respite	\$114	\$124	\$150	\$170	\$220

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EVERYDAY LIVING					
Domestic Assistance	\$114	\$124	\$150	\$170	\$220
Shopping Assistance (includes transport cost)	\$135	\$145	\$170	\$190	\$240
Gardening	\$80				
Home Maintenance and repairs	Pricing by assessment - quoted				
Meal Preparation	\$114	\$124	\$150	\$170	\$220
Meal Delivery	\$22 per meal				

### Participant contributions

From 1 November 2025, participants in the Support at Home program will contribute towards the cost of some services, while other services will be free of charge. You will only pay contributions for services you receive.

### Contribution rates

Contribution rates will be based on your income and assets and vary by the amount and type of service you have received. An income and asset assessment similar to the Age Pension means-test will be used to determine your contribution rate. Those on the Age Pension and Commonwealth Seniors Health Card holders will pay lower contributions than self-funded retirees.

The amount you will pay will be set as a percentage of the price of each service you have received. This means that when you pay a contribution, the government will pay the remainder to the provider.

The contribution rate will be based on the type of Support at Home service received. The table below shows that:

- You will not have to contribute for clinical care services, such as nursing and physiotherapy. The government will pay for all clinical care costs.
- Contributions for services that support your independence, such as personal care, will be moderate. Many of these services play an important role in keeping people out of hospital and residential aged care.

Everyday living services, such as cleaning and gardening, will attract the highest contribution rates.

### Standard participant contribution rates from 1 November 2025

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

### Grandfathered Clients

Grandfathered HCP recipients are those who, on 12 September 2024, were either receiving a Home Care Package, on the National Priority System, or assessed as eligible for a package.

Grandfathered participant contribution arrangements include:

- Previous HCP clients who were not required by Services Australia to pay an income-tested care fee will continue to make no contributions for the remainder of their time in Support at Home. This group includes all grandfathered full-rate pensioners.
- Previous HCP clients who, based on the outcome of their income test, were required to pay an income-tested care fee, will transition to Support at Home with discounted contribution arrangements.

### Please note:

Cancelled visits with less than 24 hours notice will be charged at full cost of the service.

Additional and specialised services can be provided, rates to be agreed.

Consumables ordered for/by the client will be an additional charge.

If the client chooses a contractor, an administration charge of 10% applies.