

Support at Home Program

Effective: 1 November 2025

FEES & PRICES:

CLINICAL SUPPORTS					
Services:	Monday to Friday		Saturday	Sunday	Holiday
	Standard Hours 6 am - 8 pm	Non-Standard Hours			
Registered Nurse	\$180.00	\$195.00	\$240.00	\$265.00	\$300.00
Enrolled Nurse	\$150.00	\$165.00	\$210.00	\$235.00	\$270.00
Allied Health Therapy Assistant	\$165.00				
Counsellor or Psychotherapist	\$225.00				
Dietitian or Nutritionist	\$250.00				
Exercise Physiologist	\$220.00				
Occupational Therapist	\$200.00				
Physiotherapist	\$330.00				
Physiotherapist at Home	\$350.00				
Podiatrist	\$200.00				
Psychologist	\$240.00				
Social Worker	\$220.00				
Speech Pathologist	\$240.00				
Care Management	\$150.00				
Restorative Care Management	\$175.00				

INDEPENDENCE					
Services:	Monday to Friday		Saturday	Sunday	Holiday
	Standard Hours 6 am - 8 pm	Non-Standard Hours			
Personal Care	\$114.00	\$124.00	\$150.00	\$170.00	\$220.00
Social Support	\$114.00	\$124.00	\$150.00	\$170.00	\$220.00
Accompanied Activities (includes transport cost)	\$145.00	\$1,445.00	\$170.00	\$190.00	\$240.00
Therapeutic services for independent living (includes remedial massage, chiropractor)	\$180.00				
Respite	\$114.00	\$124.00	\$150.00	\$170.00	\$220.00

EVERYDAY LIVING					
Services:	Monday to Friday		Saturday	Sunday	Holiday
	Standard Hours 6 am - 8 pm	Non-Standard Hours			
Domestic Assistance	\$114.00	\$124.00	\$150.00	\$170.00	\$220.00
Shopping Assistance (includes transport cost)	\$135.00	\$145.00	\$170.00	\$190.00	\$240.00
Gardening	\$80.00				
Home Maintenance and repairs	Pricing by assessment - Quoted				
Meal Preparation	\$114.00	\$124.00	\$150.00	\$170.00	\$220.00
Meal Delivery	\$22.00 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	0.00%	5.00%	17.50%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0.00%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-Funded Retiree	0.00%	50.00%	80.00%

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.