

# Your guide to Home Care services pricing and fees

## Transition to the New Support at Home Program

The Australian Government is introducing the new Support at Home program from 1 November 2025.

This program will replace the current Home Care Packages and introduce changes to how services are delivered and funded.

As part of this transition, we'll be moving to the new Support at Home pricing, outlined in this guide, to align with the updated government framework and ensure continued quality care for all our clients. Our aim is to make sure you always have access to quality care at a fair and transparent price, delivered by people you can trust.

## What's Changing Under Support at Home

From 1 November 2025, the Government's new Support at Home program will make some important changes to how your care is funded and managed.

Here's what you can expect:

- **No More Package Management Fees**  
These fees are being removed altogether — meaning more of your funding goes directly toward your care and support.
- **Care Management Fees Are Capped at 10%**  
Support at Home clients receiving ongoing services will have 10% of their quarterly budget deducted for care management. This funding will be allocated to providers and pooled with the care management funding from all other participants within a service area.



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- Hourly Service Prices Will Include Administration Costs

The hourly rate for your care and support services will now include basic administration costs — making pricing simpler and easier to understand.

### What this means for you:

You'll have more choice, more clarity, and more control over how your care funding is used — with the peace of mind that your money goes where it matters most: **your care**.

## Understanding How Your Care Hours Are Changing

For many people, the Support at Home program will mean more hours of direct care and support, tailored to individual needs.

Under Support at Home, the hourly rate for your care services will now include some of the administrative costs that were previously covered separately under *Package Management* and *Care Management* in the Home Care Package program.

As a result, the hourly rate will increase slightly to reflect these changes.

The key difference is that you'll only pay for the care you actually receive, with up to 90% of your total budget now available to spend directly on your care hours — an increase from around 75% under the previous Home Care Packages program.

This new approach ensures more flexibility, transparency, and value — giving you greater control over how your care is delivered.

## Program Fees

We want to make sure you clearly understand **how your care is managed and what it costs** — with no hidden fees or confusing terms.

### Co-contributions under Support at Home

Client contributions are the portion of the cost of services that you are expected to pay, based on their financial capacity. Contributions are set as a percentage of the unit price for each service type and vary depending on your income and assets.

Clinical care services are fully funded by the government, while independence and everyday living services attract moderate to higher contributions respectively.

The aim is to ensure a fair and sustainable system, where those who can afford to contribute more do so, while protections such as a lifetime cap and financial hardship provisions are in place to support those in need.

**Figure 2. Support at Home - Participant Contribution Rates**

Participant Type	Clinical Care	Independence Services	Everyday Living
Full Pensioner	0%	5%	17.5%
Part Pensioner/ CSHC Holder	0%	5 – 50%	17.5 – 80%
Self-funded Retiree (No CSHC)	0%	50%	80%

### Care Management and Clinical Care Management

At Mercy Health, we're here to support you every step of the way.

Each month, your Care Partner will provide at least one **care management activity**.



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**Care Management** focuses on general planning, service coordination, and regular check-ins to ensure your supports continue to meet your needs.

**Clinical Care Management** adds professional oversight from qualified health professionals for those with more complex health or clinical requirements, ensuring your care remains responsive and effective over time.

**Figure 1. Care Management and Clinical Care Management – Service Availability and Rates**

Service Type	Service Availability	Rate (ex GST) per hour
Care Management	Monday – Friday (8:00 AM – 5:00 PM)	\$129.70
Clinical Care Management	Monday – Friday (8:00 AM – 5:00 PM)	\$159.70

## Clinical Care

We're here to support your **health, wellbeing, and independence** with a range of services tailored to your individual needs.

Below is an overview of the types of care we offer and what each service includes.

## Nursing Care

Your Care Partner will work closely with you to ensure your nursing needs are met by the right professionals and that your care plan is regularly reviewed.

**Figure 2. Enrolled and Registered Nurse - Service Availability and Rates**

Service Type	Service Availability	Rate (ex GST) per hour
Nursing Care – Enrolled Nurse	Monday – Friday (6:00 AM – 8:00 PM)	\$124.10
	Saturday	\$142.10
	Sunday	\$161.20
	Public Holiday	\$189.20
Nursing Care – Registered Nurse	Monday – Friday (6:00 AM – 8:00 PM)	\$159.70
	Saturday	\$188.60
	Sunday	\$214.30
	Public Holiday	\$249.60
	Telehealth – minimum 30 min	\$79.85
	Telehealth – additional 15 min	\$39.95



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## Allied Health and Therapeutic Services

Our allied health and therapy services are designed to help you **stay active, safe, and independent at home.**

**Figure 3. Occupational Therapy and Dementia Advisory – Service Availability and Rates**

Service Type	Service Availability	Rate (ex GST) per hour
Occupational Therapy	Monday – Friday (6:00 AM – 8:00 PM)	\$160.90
	Saturday	\$203.80
	Sunday	\$237.20
	Public Holiday	\$310.00
Dementia Advisory	Monday – Friday (6:00 AM – 8:00 PM)	\$148.60
	Telehealth – minimum one hour	\$123.85

## Independence Support

We're here to help you manage everyday activities and maintain the skills you need to live independently.

Whether it's support with daily routines or adapting to changes in your abilities, we'll work with you to help you feel confident, capable, and in control of your day-to-day life.

## Personal Care

**Figure 4. Personal Care: Service - Availability and Rate**

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$121.00
Monday – Friday (6:00 AM – 8:00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office)
	\$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Monday – Friday (8:00 PM – Midnight)	\$138.00
Saturday	\$150.00
Sunday	\$162.00
Public Holiday	\$180.00
Telehealth – 15 min	\$30.00



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## Personal Care – Overnight and 24-Hour Support

We understand that care needs don't stop at the end of the day.

That's why we offer overnight and 24-hour personal care services — so you can feel safe and supported around the clock.

**Figure 5. Overnight and Live-In Care – Services Availability and Rates**

Service Type	Service Availability	Rate (ex GST) per hour
Overnight Care (8 hrs continuous inactive care plus 1 active hour)	Sunday – Thursday nights	\$377.00
	Friday night	\$433.10
	Saturday night	\$456.90
	Public Holiday	\$667.70
24 hour live in care	Monday – Sunday	Price on application

## Respite, Transport , Social Support, and Community Engagement

Staying connected to your **community, family, and friends** is an important part of maintaining your wellbeing.

We also provide **in-home respite care**, giving you and your regular carer time to rest and recharge — knowing you're in capable, caring hands.

**Figure 6. Respite, Transport , Social Support, and Community Engagement - Availability and Rates**

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$121.00
Monday – Friday (8:00 PM – Midnight)	\$138.00
Monday – Friday (6.00 AM – 8.00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office)
	\$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Saturday	\$150.00
Sunday	\$162.00
Public Holiday	\$180.00
Telehealth – 15 min	\$30.00



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## Everyday Living

### Domestic Assistance

Need a hand around the house? Our friendly team can help with everyday household tasks, including:

- General house cleaning
- Laundry
- Grocery shopping
- Preparing meals

Whether it's a quick visit or a longer session, we'll tailor our support to your preferences and daily routine — helping you feel at home, in your own home.

**Figure 7. Domestic Assistance - Service Availability and Rates**

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$116.00
Monday – Friday (6:00 AM – 8:00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office)
	\$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Saturday	\$143.75
Sunday	\$155.25
Public Holiday	\$172.50

## Additional Services – More Care When You Need It

Sometimes, you may want or need a little extra help beyond what's included in your government funding.

That's why we offer a range of additional services you can **choose to pay for yourself** — no government assessment required.

You decide what services you'd like, when you'd like them, and for how long.

It's flexible, transparent, and completely **your choice**.



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## Other Services under Support at Home

### 1. Assistive Technology and Home Modifications

Service	Description
Assistive Technology and Home Modifications	<p>Through the Assistive Technology and Home Modification (AT-HM) Scheme, you can access tailored equipment and home changes that support your wellbeing and daily life.</p> <p>This may include mobility aids, safety modifications, and devices that make living easier.</p> <p>Fees apply to cover setup and safe use: Coordination fee up to 15% (max \$1,500) and Administration fee up to 10% (max \$500).</p> <p>Prices vary by need, and we'll confirm all details before proceeding—so there are no surprises.</p>

### 2. Restorative Care

Service	Description
Restorative Care	<p>Our Restorative Care Pathway helps you regain or maintain independence through short-term, goal-focused support. It includes early intervention, allied health, and clinical care tailored to your personal goals.</p> <p>If eligible, you'll receive a custom care plan designed to improve mobility, manage health, and boost confidence at home.</p> <p>This program is funded separately from your Support at Home budget, offering extra help when you need it most.</p>



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**Figure 8. Restorative Care - Service Availability and Care Management rate**

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$165.00

### 3. End-of-Life Care

Service	Description
End-of-Life Care	<p>The End-of-Life Care Pathway provides gentle, respectful care for people with a life expectancy of around three months who wish to remain at home. This pathway focuses on comfort, dignity, and personal choice.</p> <p>Your Care Partner and Clinical Care Partner will coordinate your care with compassion and professionalism.</p>

**Figure 9. End-of-Life: Service Availability and Care Management rate**

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$159.70



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## Accessing Trusted Partner Services ( Associated Providers )

Service	Description
<b>Accessing Trusted Partner Services</b>	<p>We know your needs may extend beyond the services we provide directly—or you may have a preferred provider you already trust. That’s why we make it easy to access trusted third-party partners for services like gardening, transport, home maintenance, and meal delivery.</p> <p>You can choose from our approved panel or nominate your own provider. Before services begin, we’ll confirm the price, contribution, and agreement to ensure quality and safety.</p>

**Figure 10. Trusted Partners - Services and Rates (Common Price)**

Service Category	Service Type	Rate (ex GST) per hour
<b>Clinical supports</b>	Registered Nurse	\$160.00
	Allied health and therapy	\$150.00
	Home or community respite	\$99.00
<b>Independence</b>	Personal care	\$100
	Domestic assistance	\$95.00
	Gardening and maintenance	\$95.00
<b>Everyday living</b>	Home modification	Price on application

The rates shown in **Figure 9. Trusted Partners Services and Rates (Common Price)** reflect current most common price using the Department of Health's median rate from published indicative price ranges for Support at Home and are provided as a guide only. These rates are standard day rates and will be reviewed and may change once the new Support at Home Program commences on 1 November 2025. Mercy Health will continue to ensure that all pricing remains transparent, compliant, and aligned with the latest government requirements.



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## Terms and Conditions

1. Service rates are quoted excluding GST. GST is charged at a rate of 10% where applicable.
2. Minimum service periods apply for services delivered by Mercy Health.
  - A minimum of one hour per engagement applies for domestic assistance, personal care, respite care and dementia advisory services.
  - 30 minute minimum engagement period applies to all nursing services. 30 minute nursing services will be charged at 68% of the hourly rate.
  - 30 minute minimum engagement applies for phone or email care management services. Contact charged in 15 minute blocks after initial 30 minute minimum.
3. If the services are provided by an external provider, the providers minimum service periods apply.
4. Overnight care is an inactive night duty shift, includes one hour of active care (either at the start or end of the shift) and requires separate sleeping facilities to be provided for the staff member. If additional active care is required during overnight care, this will be charged at the relevant hourly rate in addition to the overnight care fee.
5. Cancellations: In accordance with Award conditions that apply to our staff, notification of cancelled services must be made by 24 hours prior to the planned service. Mercy Health reserves the right to charge all or part of a planned service fee if the service is cancelled less than 24 hours prior to planned service.
6. Mercy Health reserves the right to adjust fees with a minimum 4 weeks' notice provided in writing.
7. Gazetted public holidays may be substituted for another day under state or territory law.
8. If regular services fall on a public holiday they will go ahead as scheduled charged at public holidays rates unless Mercy Health is notified to cancel or reschedule the service.
9. Our Prices (including those in our Current Price List) will increase up to twice a financial year if we provide you with at least 14 days' notice of a change. If we notify you of a change, our Prices will increase by an amount up to the greater of 7.5%, any increase in CPI (All Groups, Melbourne) and any increase in the average wages of personnel concerned with the provision of home care (casual and permanent) under an applicable award or industrial instrument since the last review or if there has been no prior review, the Start Day\*.

\*Start Day is the date we start providing services to you under the Support at Home Service Agreement.

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