

# Support at Home Price List

## Effective – 1 November 2025

### About Support at Home

From 1 November 2025, the Australian Government's new **Support at Home** program will replace the existing Home Care Package program. This initiative is designed to simplify access to care and support services and improve outcomes for older Australians to empower you to live independently for longer.

As a registered Support at Home provider, **Aveo** is here to guide you through every step of the way — from understanding your options and securing funding, to coordinating care and support services tailored to your lifestyle and needs.

To help make services more accessible, the program includes ongoing support services consisting of **three participant contribution categories**, each with associated pricing. These categories determine how much you may be expected to contribute toward your care.

### Care Management Fees

Care Management applies to all participants in the Support at Home program. At Aveo, you'll be assigned your own Care Partner – a dedicated advocate embedded in your community who will work with you to handle every aspect of your care and support from day one.

Your care partner will do the following:

- Get to know you and your daily life
- Provide tailored advice around your care needs
- Help you understand all your options
- Facilitate your connection with My Aged Care
- Arrange and guide you through the IAT assessment
- Confirm your package funding

At Aveo, even after your plan is in place, you're never on your own. Your Care Partner checks in regularly, listens for any changes in your situation, and adjusts your support so it always fits your needs.

To pay for this service, **Services Australia deducts a 10% Care Management Fee of your quarterly Support at Home budget**. This fee covers planning, check-ins and service coordination and is recovered by Aveo from Services Australia by providing evidence of the Care Management hours we deliver – so you never have to worry about any out-of-pocket costs or co-contributions charged directly to you as our client for this service.

Aveo Care Management Fee is as follows:

Care Management Fee	\$165.00 p/h	Restorative Care Management Fee	\$180.00 p/h
---------------------	--------------	---------------------------------	--------------

Where care services are delivered by an external provider, a 3% administration fee may be applied to the total cost of the service.

Prices are exclusive of GST and listed per unit of time as set out below. Service visits will be charged in 15-minute increments calculated at the hourly rate.

Depending on your individual needs, we may need to charge a price that is different to our price list. In this case, we will discuss this with you and agree a price in writing.

*Please note: Pricing is current as of October 2025 and may be subject to change as further guidance is provided by the Government.*

## Clinical support

Specialised health services delivered to help manage medical conditions and improve your overall health and wellbeing, all tailored to your individual needs. This may include nursing care, allied health therapies, and medication support — provided by qualified or accredited health care professionals.

Service Type	Services	Unit	Rates			
			Weekday	Saturday	Sunday	Public Holiday
Nursing Care	Registered Nurse	Per hour	\$165.00	\$247.50	\$288.75	\$330.00
	Nursing Assistant	Per hour	\$110.00	\$165.00	\$192.50	\$220.00
	Nursing care consumables	A quote will be provided to you based on your circumstances. Once agreed your Care Partner will add to your budget.				
Allied Health and other therapeutic services		A quote will be provided to you based on your circumstances. Once agreed your Care Partner will add to your budget.				

## Independence support

Services that help you stay active, confident, and connected. From personal care to mobility and social support, these services are designed to promote safety, comfort, and a sense of belonging.

Service Type	Unit	Rates			
		Weekday	Saturday	Sunday	Public Holiday
Personal Care	Per hour	\$110.00	\$165.00	\$192.50	\$220.00
Social Support and Community Engagement	Per hour	\$110.00	\$165.00	\$192.50	\$220.00
Therapeutic service for independent living	A quote will be provided to you based on your circumstances. Once agreed your Care Partner will add to your budget.				
Respite	A quote will be provided to you based on your circumstances. Once agreed your Care Partner will add to your budget.				
Transport					
Assistive technology and home modifications					

## Everyday living

Practical assistance with daily tasks like cleaning, laundry, meal preparation, and shopping. These services help keep your home safe and manageable, so you can focus on enjoying life.

Service Type	Services	Unit	Rates			
			Weekday	Saturday	Sunday	Public Holiday
Domestic assistance	General House Cleaning	Per hour	\$100.00	\$150.00	\$175.00	\$200.00
	Shopping Support	Per hour	\$110.00	\$165.00	\$192.50	\$220.00
	Home maintenance and repairs	A quote will be provided to you based on your circumstances. Once agreed your Care Partner will add to your budget.				

## Co-contributions

You may be required to pay a co-contribution rate towards the price of the services received that is set by the Government and determined by your income and assets through Services Australia.

Below the co-contribution percentages per service category and income.

Grandfathered Home Care Package recipients' rates may differ from the below.

Income and assets assessment outcome	Clinical support	Independence support	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and self-funded Commonwealth Seniors Health Card holder	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%
Contributions	Fully funded by the government	Contributions are moderate. The independence rate will also be used for AT-HM.	Contributions are highest.

## Privately fund your care – any service, any time.

Waiting on funding or want extra support beyond your package? Access support immediately on a fee-for-service basis with no government assessment required.

## Cancellation policy

We understand that circumstances can change. If you need to cancel a scheduled service, no charges will apply as long as you provide at least 48 hours' notice. Cancellations made within 48 hours of the scheduled time will incur a charge equal to your co-contribution for that service. For full details, please refer to our Cancellation Policy available in your Support at Home Service Agreement.

## *Care to talk* about home care options to empower your independence?

Chat to your local Aveo Care Partner or call **1300 386 158**