

Support at Home Schedule of Fees

Effective 1 March 2026

Subee provides a simple and very competitive Schedule of Fees for older Australians in receipt of Support at Home Packages.

The Fees are structured so that they can be easily understood and with no hidden costs.

If you are not sure about anything, just call and we can clarify any questions you may have.

1. Care Management 10%

This is the fee we deduct from your Support at Home Package to cover the ongoing organisational activities associated with managing your Package.

2. Entry and On-Boarding Fee: None

Unlike many other Providers, Subee does not charge this fee.

3. Income Tested Fee and Client Contribution

The Income Tested Care Fee is a contribution determined by your income and assets (means tested). It is a mandatory fee set by the Australian Government as part of your affordable contribution to your Home Care Package. You will receive written notification from Services Australia confirming the fee amount once you have accepted a package. This fee is typically paid to Subee through a direct debit arrangement.

- Clients who have transitioned over to Support at Home before 12 September 2024 will be no worse off, continuing to pay the same or lower contributions they did with their Home Care Package.

4. Financial Hardship

You can apply for hardship provision through Services Australia. If approved, this may reduce or waive your contributions.

5. Exit Fees:

No exit fees

6. Cancellation

A service is required to be cancelled within 48 hours. That is, at least two full working days' notice is required, or the scheduled service will be charged in full

RN services may be charged travel time.



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Service Category	Service Type	Service/s	Minimum Service Time	Weekdays AM (0600-1600hrs)	Weekdays PM (1600-0600hrs)	Weekend Saturday	Weekend Sunday	Public Holiday
Independence	Personal Care	<ul style="list-style-type: none"> Assistance with daily living Assistance with medication administration 	1 hour	\$97.00	\$107.00	\$145.00	\$194.00	\$242.00
	Accompanied Activities	0-10 km	Per trip	\$103.00	\$112.00	\$147.00	\$191.00	\$235.00
		11-20 km	Per trip	\$118.00	\$127.00	\$162.00	\$206.00	\$250.00
		21-50 km	Per trip	\$163.00	\$172.00	\$207.00	\$251.00	\$295.00
		51-100km	Per trip	\$238.00	\$247.00	\$282.00	\$326.00	\$370.00
Home Respite	Respite Care	1 hour	\$97.00	\$107.00	\$145.00	\$194.00	\$242.00	
	Social support & Community engagement	<ul style="list-style-type: none"> Group Support Individual social support Cultural support Digital education Assistance to maintain personal affairs Expenses to maintain personal affairs 	1 hour	\$97.00	\$107.00	\$145.00	\$194.00	\$242.00
Everyday Living	Domestic Assistance	<ul style="list-style-type: none"> General House Cleaning Laundry Services Shopping Assistance 	1 hour	\$94.00	\$103.00	\$140.00	\$187.00	\$234.00
	Gardening (Coffs Harbour Only)	Light gardening and lawn maintenance	Minimum 2 hour Service	\$170.00	N/A	N/A	N/A	N/A
	Meal Preparation	Meal Preparation		\$94.00	\$103.00	\$140.00	\$187.00	\$234.00

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Clinical	Nursing Care	Registered Nurse	2 hours	\$320.00	\$350.00	\$480.00	\$640.00	\$800.00
		Enrolled Nurse	1 hour	\$105.00	\$120.00	\$185.00	\$265.00	\$345.00
		Telehealth RN	30 minutes	\$95.00	\$95.00	\$95.00	\$95.00	\$95.00
	Allied Health Weekday only	Allied Health Therapy Assistant Dietician or Nutritionist Exercise Physiologist Occupational Therapist Physiotherapist Podiatrist Other (upon application)	30 minutes	\$170.00 \$220.00 \$210.00 \$220.00 \$220.00 \$210.00	N/A	N/A	N/A	N/A
		Care Management	10% of budget	As per client budget	N/A	N/A	N/A	N/A
Administration	Clinical Care Management	Restorative Care	Per hour	\$176.00	N/A	N/A	N/A	N/A
	Additional Fees	Selecting a provider other than Subee to meet your care needs may incur an additional 10% surcharge						