



YOUR GUIDE TO SUPPORT AT HOME SERVICES, TRICARE SENIORS PRICING AND FEES

–Starting 1 November 2025

We understand that navigating home health & care services can feel overwhelming at times. That's why we've created this pricing guide, to help you feel confident and informed about the care and support you receive.

Price List

Specifications		Day Shift	Evening Shift	Night Shift	Saturday	Sunday	Public Holiday	
		8 am - 7 pm	7 pm - Midnight	Midnight-8 am				
		Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	
Clinical Supports								
Nursing Care	Registered Nurse	1 Hour or more service	\$160	\$180	\$230	\$350	\$380	\$440
		Up to 1 Hour service	\$230	\$250	\$320	\$380	\$400	\$460
	Enrolled Nurse	1 Hour or more service	\$140	\$160	\$200	\$320	\$340	\$400
		Up to 1 Hour service	\$200	\$230	\$300	\$340	\$360	\$420
Allied Health and other therapeutic services	Occupational Therapist	1 Hour or more service	\$200	-	-	-	-	-
		Up to 1 Hour service	\$350	-	-	-	-	-
	Physiotherapist	1 Hour or more service	185	-	-	-	-	-
		Up to 1 Hour service	\$330	-	-	-	-	-
	Podiatrist	1 Hour or more service	\$180	-	-	-	-	-
		Up to 1 Hour service	\$330	-	-	-	-	-
Dietetics	1 Hour or more service	\$220	-	-	-	-	-	
Care Management	Home Care Support Management	1 Hour or more service	\$120	-	-	-	-	-

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		8 am - 7 pm	7 pm - Midnight	Midnight-8 am				
		Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	
Independence								
Personal Care*	Assistance with self-care	2 hours minimum	\$104	\$113	\$119	\$146	\$184	\$224
		Less than 2 hours	\$135	\$147	\$154	\$189	\$239	\$290
Sleepover	A support worker stays overnight at your home providing up to 2 hours of active care, with the rest of time spent sleeping	Sleepover 10 pm to 7 am	\$462					
Additional active night shift (sleepover)	If overnight active care exceeds 2 hours this hourly rate is applicable		-	-	\$119	\$146	\$184	\$224
24-hour care	8 hours of active care	\$939						
Social support and Community engagement	Group Social Support		\$45	-	-			
	Individual Social Support	2 hours minimum	\$102	\$111	\$116	\$143	\$181	\$221
		Less than 2 hours	\$132	\$144	\$150	\$185	\$234	\$284

Specifications	Day Shift	Evening Shift	Night Shift	Saturday	Sunday	Public Holiday
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	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate

Independence (continued)

Therapeutic services for independent living	Remedial Massage (minimum session is 1.5 hours)	\$180 per hour (weekdays 8am-7pm only)						
Respite	Respite care	2 hours minimum	\$104	\$113	\$119	\$146	\$184	\$224
		Less than 2 hours	\$135	\$147	\$154	\$189	\$239	\$290
Transport	Direct Transport (car and driver provided: fee bases on trip time) PER TRIP	2 hours minimum	\$104	\$113	\$119	\$146	\$184	\$224
		Less than 2 hours	\$135	\$147	\$154	\$189	\$239	\$290
	Indirect/ Unassisted transport (e.g. CabCharge)	Charged at the supplier's invoiced trip cost + 10% administration/coordination.						
Assistive Technology and Home Modifications	Assistive Technology	Pricing is per quote, per job. Standard funding range is \$500-\$15,000	As per Assistive Technology and Home Modifications Scheme (page 8 of this pricelist)					
	Home Modifications							

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		Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	
Everyday Living								
Domestic Assistance*	General House Cleaning	2 hours minimum	\$102	\$111	\$116	\$143	\$181	\$219
		Less than 2 hours	\$132	\$144	\$150	\$185	\$234	\$284
Shopping Assistance	Cost does not include a \$0.99 fee per km	2 hours minimum	\$102	\$111	\$116	\$143	\$181	\$219
		Less than 2 hours	\$132	\$144	\$150	\$185	\$234	\$284
Home maintenance and repair	Gardening		\$104	-	-	-	-	-
	Assistance with home maintenance and repairs		\$104	-	-	-	-	-
Meals	Meal Preparation Assistance - Main	2 hours minimum	\$102	\$111	\$116	\$143	\$181	\$219
		Less than 2 hours	\$132	\$144	\$150	\$185	\$234	\$284
	Ready made meals	Per Meal	Charged at the supplier's invoiced per meal cost + 10% administration/coordination.					

Care Management Fees

As your Registered Provider, we are responsible for providing you with at least one care management activity per month (depending on Support at Home Classification)

Our care management activities include working with you to plan and coordinate your services, making sure your services are working well for you, resolving problems, adjusting services for your changing needs and connecting you to other services and supports. Care management includes time spent on documentation and following up agreed actions.

Per Government Program guidelines, a 10% care management fee will be deducted from your

Care Management Fee Delivered Weekdays 6am-6pm†
\$120.00

quarterly budget and allocated to our care management account

Rates for services

You have control of where you spend, and what services you spend on, based on your needs. The price for your services depends on the rates charged by us and contributions may apply to these services.

Clinical Care

Clinical care services are designed to help you maintain or regain your physical and cognitive abilities. When you self-manage, these services are delivered by the qualified health professionals you choose, using evidence-based practices to ensure safe, high-quality support.

Independence Support

This is support needed to help you manage everyday activities and maintain the skills you need to live independently. Whether it's support with routines or adapting to changes in your abilities, we'll work with you to keep you feeling confident and capable.

Everyday Living

We know that keeping your home clean and comfortable can be a big task. That's why you are able to access practical support to help lighten your daily load so you can focus on the things that matter most to you.

More care when you need it with Additional Services

Sometimes, you might need a little extra help beyond what your funding covers. You can choose to pay for additional services or more hours of care at your own expense. You're in control of what you access and when. No government contribution assessment by Services Australia is required for additional services.

Other services under Support at Home

Assistive Technology and Home Modifications Scheme

The Assistive Technology and Home Modification (AT-HM) Scheme supports you to live at home and within your community with increased independence, safety, accessibility and wellbeing. Through the AT-HM Scheme, you can access tailored equipment and make changes to your home that support your wellbeing.

This might include:

- Mobility aids
- Safety modifications
- Equipment to support daily living

We'll work with you to make sure everything is set up properly, and that you feel confident using it.

Fees for coordination and administration help cover the setup, training and safe use of your equipment:

- **Coordination fee:** Up to 15% of quoted costs or max \$1,500 (whichever is lower)
- **Administration fee:** Up to 10% of quoted costs or max \$500 (whichever is lower)

Prices for equipment and modifications vary depending on your needs. We'll confirm everything with you before moving ahead.

Restorative Care

Sometimes, a little extra support can make a big difference. The Restorative Care pathway is designed to help you maintain or regain your independence through short-term, intensive care and support.

This program focuses on:

- Early intervention
- Clinical and allied health support
- Personalised care planning

If you're eligible, you'll receive a tailored care plan with services that match your goals—whether that's improving mobility, managing health conditions, or simply feeling more confident at home.

Restorative care is funded separately from your regular Support at Home budget and gives you access to extra support when you need it most. If this pathway feels right for you, we're here to help guide you through the application process and make it as smooth as possible.

RESTORATIVE CARE MANAGEMENT

This care pathway is designed to support you when you have higher care needs and will almost always require a Restorative Care Partner to assist in coordinating these levels of care. Our Restorative Care Partner will work with you for the duration of your higher needs. Clinical Care Management fees apply to these types of care as listed below.

Restorative Care Management Delivered Weekdays 6am-6pm†
\$180.00

RESTORATIVE CARE SERVICES

Your restorative care journey will be guided by a personalised goal plan, designed around what matters most to you. Most services in this pathway are clinical in nature, like allied health or nursing. As you develop your individualised goal plan, your Restorative Care Partner will work with you to create a care delivery plan that will maximise your funding and meet your goals.

End-of-Life Care

We understand that choosing end-of-life care is a deeply personal and emotional decision. The End-of-Life Care pathway is designed to support older people with a life expectancy of three months or less who wish to remain in the comfort of their own home.

This pathway offers gentle, respectful care that prioritises your dignity, comfort, and wishes. If you or a loved one would like to explore this option, your Care Partner is here to guide you through the application process with empathy and clarity.

End-of-Life Care is funded separately from other Support at Home classifications. If you transition to this pathway, it will replace your existing Support at Home classification.

END-OF-LIFE CARE MANAGEMENT

This care pathway is designed to support you when you have higher care needs and will almost always require a Care Partner or Clinical Care Partner to assist in coordinating these levels of care. Our team can assist in helping to find a suitable Care Partner to work with you either for the duration of your higher needs, or if you decide to work with a Care Partner on an ongoing basis. Care Management fees apply to these types of care as listed below.

End-of-life Care Management Delivered Weekdays 6am-6pm†
\$180.00

END-OF-LIFE CARE SERVICES

This care pathway includes additional in-home services such as personal care, allied health, and general nursing to complement services available through state and territory-based palliative care programs.

Terms and Conditions

This Price Schedule outlines the standard Support at Home services in accordance with the relevant guidelines, along with our current pricing. We may engage Associate Providers (subcontractors) to assist in delivering services where required.

Service Duration:

Standard service duration: One hour

If you have exhausted any government funding, including Home Care Package unspent funds retained for use under Support at Home, you may access additional services at your own cost. GST is included in the price where applicable. The actual cost of a third-party service provider will be reduced to the extent that we are able to claim the GST.

Minimum service lengths:

- Nursing: 30 minutes
- Domestic Assistance and Personal Care: 1 hour

Cancellation Policy:

Full cost applies if notice of cancellation is given less than 48 hours prior to the service.

Notice of cancellation must be provided at least 48 hours before the scheduled service. Failure to do so may result in fees or charges being payable in line with your Service Agreement, including your full contribution amount. We may also claim the associated government funding for the service.

Transport:

Direct transport is “one-way” only. Travel from home to another destination (e.g. doctors, shops) does not include the return trip.

Service Charges:

All services are charged in 15-minute increments. Participants are charged only for the time they receive support services, rounded up to the nearest 15 minutes.

Example: A service lasting 1 hour and 20 minutes will be charged as 1 hour and 15 minutes.

If a self-managed participant chooses a third-party provider (Associate Provider), a 10% administration fee will apply in addition to the third-party provider’s rates.

Participant Contributions:

Under Support at Home, you may be required to contribute towards the services you receive. Contribution amounts depend on your personal circumstances and the type of services provided.

Contribution rates are determined by the Commonwealth Government via an income and asset assessment carried out by Services Australia. If contributions are required, Services Australia will notify you of the amount payable. We will issue a monthly invoice indicating the contribution amount due, if applicable.

Validity:

This Price and Fee Schedule are valid from 1 November 2025, but is subject to change at any time as published, and in accordance with the terms of your Service Agreement.

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Document Title	TriCare Seniors Pricing Schedule
Issue date	February 2026
Version	4.0
Next review date	December 2028