

Support at Home (SaH) Services

Ballarat Community Health (BCH) is ready to support you with your care needs. Your Care Partner will coordinate your care and package. With highly skilled Allied Health professionals, GP and other site-based services, brokered partnerships and access to independent worker we have a range of options to suit your needs and preferences.

For further information please visit our website. <https://bchc.org.au/>

Your care needs will be regularly assessed and discussed with you based on your needs, preferences and individual circumstances.

Support at Home Price List

Effective from 1 November 2025

Version: October 2025

Under Support at Home Package Management fees have been removed. Additional costs associated with the coordination and delivery of your care, that are not claimable under Care Management have been factored into our service fees. Please speak to your Care Partner if you have further questions.

Clinical Care							
Client contribution – 0%							
Service Type	Service	Unit	Weekday	Afterhours	Saturday	Sunday	Public Holidays
Nursing Care	Registered Nurse	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525
	Enrolled Nurse	Hour	\$200	\$250	\$350	\$450	\$500
	Nursing Assistant – PCA	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Nursing consumables	@ cost					
Allied Health and Other Therapeutic Services	Allied Health Therapy Assistant	Hour	\$160	\$200	\$350	\$450	\$500
	Dietician or Nutritionist	Hour	\$200	\$250	\$350	\$450	\$500
	Exercise Physiologist	Hour	\$200	\$250	\$350	\$450	\$500
	Music/Art Therapist	Hour					
	Occupational Therapist	Hour	\$240	\$300	\$420	\$540	\$600
	Physiotherapist	Hour	\$240	\$300	\$420	\$540	\$600
	Podiatrist	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525
	Social Worker	Hour	\$230	\$287.50	\$402.50	\$517.50	\$575
	Speech Pathologist	Hour	\$200	\$250	\$350	\$450	\$500
Nutrition	Prescribed Nutrition	Item					

Clinical Care Client contribution – 0%							
Service Type	Service	Unit	Weekday	Afterhours	Saturday	Sunday	Public Holidays
Care Management *	Home Support Care Management	Hour	\$120	\$150	\$210	\$270	\$300
	Clinical Care Management	Hour	\$160	\$200	\$350	\$450	\$500
	Restorative Care Management	Hour	\$150	\$187.50	\$262.50	\$337.50	\$375

10% of your package value will be automatically withheld for care management services. BCH will claim against this balance based on services provided at the above rates in increments of 15 minutes.

Independence Client contribution: 5% to 50%							
Service Type	Service	Unit	Weekday	Afterhours	Saturday	Sunday	Public Holidays
Respite	Respite Care	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
Transport	Indirect (vouchers)	Hour	@ cost				
	Direct (driver and car)	Hour	Trip				
	Direct (with care worker)	Hour	\$145	\$181.25	\$253.75	\$326.25	\$362.50
Personal Care	Assistance with showering	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Assistance with self-medication	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Personal care consumables	Item					
Social Support & Community Engagement	Individual social support	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Accompanied activities	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Group social support	@ cost					
	Digital education and support	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Assistance to maintain personal affairs	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
Therapeutic services for independent living	Remedial massage	Hour	\$210	\$262.50	\$367.50	\$472.50	\$525
Assistive technology	Aids and equipment	@ cost (assessment for AT falls under clinical, with no co-contribution)					
Home modification	Home modification	@ cost (assessment for HM falls under clinical, with no co-contribution)					

<h2 style="text-align: center;">Everyday Living</h2> <p style="text-align: center;">Client contribution: 17.5% to 80%</p>							
Service Type	Service	Unit	Weekday	Afterhours	Saturday	Sunday	Public Holidays
Domestic Assistance	General household cleaning	Hour	\$100	\$125	\$175	\$225	\$250
	Shopping assistance	Hour	\$100	\$125	\$175	\$225	\$250
Meals	Meal preparation	Hour	\$100	\$125	\$175	\$225	\$250
	Meal delivery	Meal	@ cost	<i>Can be arranged with home delivered meal providers.</i>			
Care Management *	Essential gardening (lawn mowing, pruning)	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Home maintenance (cleaning gutters, replace light bulb, repair broken door handle)	Hour	\$105	\$131.25	\$183.75	\$236.25	\$262.50
	Expenses for home maintenance	@ cost					

Client Co-contributions

Existing home care recipients (prior to 12 September 2024)

A no worse off principle applies to people who, on 12 September 2024, were either receiving a package, on the National Priority System, or assessed as eligible for a package. These participants will make the same contributions, or lower, than they would have had under Home Care Package (HCP) Program arrangements.

If you are a full rate pensioner paying no fees under your HCP on or before 12 September 2024, you will never pay fees under Support at Home. If you were required to pay fees under your HCP on or before 12 September 2024, the contribution rates may change but you will pay the same or less under Support at Home.

Support at Home

Under Support at Home, participants pay contributions based on the services received (up to a lifetime cap). The contributions are calculated on a rate per hour (or unit of service) at a set percentage of the price for each service type, where applicable.

You should have received a letter detailing your contribution percentages from Services Australia (Centrelink). We will require a copy of this letter as part of your Service Agreement.

Lifetime Cap

Participants who have reached a **lifetime cap of \$130,000** in individual contributions across Support at Home and the non-clinical care component of their contribution to residential care, will not pay further individual contributions under Support at Home once this lifetime cap is reached.

Standard participant contribution rates from 1 November 2025

Age pension status	Clinical supports	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioners and Commonwealth Seniors Health Card (CSHC) holders	0%	5% - 50%	17.5% - 80%
Part pensioners: based on Age Pension means assessment. CSHC: based on separate assessment for Support at Home.			
Self-funded retiree (not eligible for a CSHC)	0%	50%	80%

Grandfathered 'No worse off principle' contribution rates from 1 November 2025

Age pension status	Clinical supports	Independence	Everyday living
Full pensioner	0%	0%	0%
Part pensioners and Commonwealth Seniors Health Card (CSHC) holders	0%	0% - 25%	0% - 25%
Part pensioners: based on Age Pension means assessment. CSHC: based on separate assessment for Support at Home.			
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	25%	25%

Terms and Conditions:

- The minimum scheduled visit is two hours unless specified in the unit rate.
- Services will be billable unless 48 hours' cancellation notice is given.
- All services requiring an unscheduled extension will be charged at 15 minute increments if able to be provided.
- Appointment length is based on clinical need, as determined by clinician. Clients who have high needs may require additional 60 minute appointments.
- Ballarat Community Health reserves the right to review fees annually.