

Support at Home price schedule

Applied from 1 November 2025

When choosing Western Suburbs Cares as your Support at Home provider, you can be assured we are committed to providing you with the highest quality care and services, so that you can live at home with confidence.

Western Suburbs Cares is a not-for-profit organisation that has been supporting residents in the Melville region under the name Melville Cares for the past 40 years. We now offer our community-focused care services to people in the Western Suburbs. We pride ourselves on our commitment to the local community, empowering and supporting people to live well at home.

Getting the most from your Support at Home funding can be a challenge. We encourage you to call Western Suburbs Cares on 9319 0999 anytime and speak to our friendly team, who will be happy to help.

Funding and Fees

The level of funding you will receive from the government will vary depending on the level of Support at Home classification you have been assigned and you will be advised of the available funding by Services Australia. In addition to your funding from the government, you can choose to pay for private services at any time depending on the volume of services you require.

Services

The table below shows the cost for services delivered by Western Suburbs Cares staff. Service durations over one hour are flexible in 15-minute increments and we endeavour to provide continuity of service time and care worker to meet your preferences. The cost is inclusive of wages including travel time, training and development and administration costs:

Clinical Supports

Team member	Period	7.30am-6pm	6pm-midnight	Saturday	Sunday	Public Holiday
Registered Nurse	1 hour	\$185	\$205	\$260	\$285	\$325
Enrolled Nurse	1 hour	\$155	\$165	\$220	\$225	\$285
Nursing Assistant	1 hour	\$115	\$125	\$140	\$165	\$185
Occupational Therapy	1 hour	\$215	n/a	n/a	n/a	n/a
Physiotherapy	1 hour	\$215	n/a	n/a	n/a	n/a
Home Support Care Management	1 hour	\$150	n/a	n/a	n/a	n/a
Home Support Restorative Care Management	1 hour	\$200	n/a	n/a	n/a	n/a

Comprehensive Clinical Assessment

These assessments, undertaken by our nursing team, are charged at a fee of \$647.50. This covers the time for the in-home assessment of approximately 2 hours and all subsequent reports and referrals.

Occupational Therapy Assessment

These assessments, undertaken by our occupational therapy team, are charged at a fee of \$645. This covers the time for the in-home assessment of approximately 2 hours and all subsequent research and recommendations to prescribe appropriately.

Occupational Therapy Review and Follow Up

These reviews, undertaken by our occupational therapy team, are charged at a fee of \$430. This covers the time for the in-home review of approximately 90 minutes and all subsequent research and recommendations to prescribe appropriately.

Physiotherapy Assessment and Review

These reviews, undertaken by our physiotherapy team, are charged at a fee of \$430. This covers the time for the in-home review of approximately 90 minutes and all subsequent research and recommendations to prescribe appropriately.

Independence

Service type	Period	Weekday 6.30am – 8pm	Weekday After 8pm before midnight	Saturday	Sunday	Public Holiday
Personal Care including self-administration of medication	1 hour	\$115	\$125	\$140	\$165	\$185
Group Social Support and community engagement including Respite	1 hour	\$40	n/a	n/a	n/a	n/a
Individual Social Support and community engagement including Respite – no transport	1 hour	\$115	\$125	\$140	\$165	\$185
Individual Social Support and community engagement including transport (up to 10km return trip)	1 hour	\$127	\$137	\$152	\$177	\$197
Individual Social Support and community engagement including transport (up to 30km return trip)	1 hour	\$151	\$161	\$176	\$201	\$221
Assistive Technology and Home Modifications wrap around services	1 hour	\$215	n/a	n/a	n/a	n/a

Group Social Support and Community Engagement

Melville Cares Friendship Club

As a Western Suburbs Cares client you may choose to join the Melville Cares Friendship Club, if you are able to organise transport to Willagee. The Friendship Club provides you with the opportunity to socialise and enjoy a variety of activities with friends. It may also enable respite time for your carer.

There is a daily cost of \$220 for attending the Friendship Club.

The cost for lunch at the Club is \$15. This is charged directly to you and cannot be charged to the Support at Home Package. This covers the cost of a meal prepared by our cook, consisting of a hot lunch and dessert and morning tea. On occasion there may be lunch outside the Club and this is charged at cost. Some activities have a small cost attached and this will be notified in advance.

Everyday Living

Service Type	Period	Weekday 6.30am – 8pm	Weekday After 8pm before midnight	Saturday	Sunday	Public Holiday
Domestic Assistance includes general house cleaning, laundry services and shopping assistance.	1 hour	\$110	n/a	n/a	n/a	n/a
Home Maintenance and Repairs (includes gardening)	1 hour	\$115	n/a	n/a	n/a	n/a
Meal Preparation	1 hour	\$115	\$125	\$140	\$165	\$185

Brokered Services

Where clients seek a service in response to an assessed care need that is outside of our scope of practice or wish to use a provider that is not one of our preferred providers, we are required to undertake a compliance review to ensure that the service can be delivered safely and in accordance with the Aged Care Quality Standards. At the time of purchase, you will be advised of the cost of these services and there will be a 10% procurement fee added to this cost.

Cancellations

All cancellations within two business days of the service will be charged in full.

Private Services

If you would like to enquire about contracting any services privately (non-Government funded), this is a service we can also offer. Please speak to your Coordinator or call 9319 0999.