

Support at Home Program

Guide to unit pricing and services

Record of versions

Version	Date Published	Reason for Amendments	Resolution	Author or Document Owner
1	18/12/2025	New document - New Fees and Charges	39/26	Coordinator Community Support Programs.

Welcome to your Support at Home pricing guide

We understand that the navigating home health and care services can sometimes feel overwhelming, especially with potential changes to your services during this transition to a new program. That's why we've created this guide. To help you to feel confident, informed and supported every step of the way.

What is changing?

From 1 November 2025, the Home Care Package (HCP) program transitioned to the new Support at Home (SaH) program. This change was designed to make accessing care simpler, more flexible and better suited to your individual needs.

Why Support at Home?

The new program brings several benefits:

- Simplified system: fewer programs and clearer processes, making it easier to manage your care
- Greater flexibility: more choice in how you use your funding, so you can select services that fit your lifestyle and goals
- Improved transparency: clearer pricing and service options, helping you to make informed decisions
- Focus on independence: support designed to help you to stay at home longer and maintain your quality of life

How this guide helps

This pricing guide explains the Support at Home costs and gives your insight into what to expect. Our goal is to make sure you feel prepared, informed and confident during your transition into the Support at Home (SaH) program.

Understanding unit pricing

The prices listed in this guide are based on a unit rate, which reflects the cost of delivering high-quality Support at Home services. Each unit price incorporates several components, including;

- Direct care time: the time a qualified support worker spends providing your services
- Travel costs: reasonable travel time and expenses for the worker to reach your home
- Administration and coordination: scheduling, rostering, and care plan management to ensure your services run smoothly
- Compliance and quality assurance: meeting government standards, staff training and safety requirements.
- These elements are combined to provide a fair and transparent cost structure

Please speak with your care partner if you have any questions about what is included or need help understanding your budget.

Further information can be found via the following link:

<https://www.health.gov.au/resources/publications/consumer-protections-for-support-at-home-prices-fact-sheet-for-participants?language=en>

Care management fees

As your approved provider, we're here to support you every step of the way. Each month, we'll complete at least one care management activity to ensure your services meet your needs. This may include:

- Planning and coordinating your care
- Checking in to make sure everything is working well

- Adjusting your services as your needs change

We also handle all documentation and follow-ups, so you can focus on what matters most, your wellbeing.

Why is care management important?

Care management gives you peace of mind. It ensures your services stay aligned with your goals, adapt as your needs change, and remain compliant with program requirements. It's about keeping your care simple, consistent, and focused on your wellbeing.

To cover these activities, a 10% care management fee is deducted from your quarterly budget and allocated to our care management account.

Care management fee	Hourly rate, Monday to Friday 6am-8pm
	\$155.00

Clinical care

Our services are delivered by qualified health professionals using evidence-based practices to ensure high-quality, safe support tailored to your needs.

Our clinical care services are designed to help you to maintain or regain your physical and cognitive abilities, so you can live safely and comfortable at home.

Why is clinical care important?

Clinical care plays a vital role in your overall wellbeing. It helps prevent health complications, support recovery after illness or injury and ensure that your care plan supports your needs as they change. By receiving professional clinical support at home, you can maintain independence, improve quality of life and feel confident that your health needs are being supported.

Clinical care – registered nurse	Hourly rate, Monday to Friday 6am-8pm, including travel
Clinical service – within 15km	\$158.20
Clinical service – within 30km	\$171.40
Clinical service – within 60km	\$193.40
Clinical service – within 90km	\$215.40
Clinical service – within 120km	\$237.40
Clinical care – registered nurse	Hourly rate, Saturday service, including travel and penalty rates
Clinical service – within 15km	\$197.75
Clinical service – within 30km	\$214.25
Clinical service – within 60km	\$241.75
Clinical service – within 90km	\$269.25
Clinical service – within 120km	\$296.75

Clinical care – registered nurse	Hourly rate, Sunday service, including travel and penalty rates
Clinical service – within 15km	\$237.30
Clinical service – within 30km	\$257.10
Clinical service – within 60km	\$290.10
Clinical service – within 90km	\$323.10
Clinical service – within 120km	\$356.10

Clinical care – registered nurse	Hourly rate, public holiday service, including travel and penalty rates
Clinical service – within 15km	\$395.50
Clinical service – within 30km	\$428.50
Clinical service – within 60km	\$483.50
Clinical service – within 90km	\$538.50
Clinical service – within 120km	\$593.50

Independence support

Our goal is to help you to feel confident and capable in your everyday life. Whether you need a little assistance with daily routines or support adjusting to changes in your abilities, we'll work alongside you to maintain the skills that matter most for your independence.

Personal care

Our team provides respectful, dignified support with essential tasks such as getting in and out of bed, showering, dressing, toileting and maintaining hygiene. Whether you need a little help or more comprehensive care, we're here to make sure you feel comfortable and supported.

Independent support – personal care	Short service – up to 30 minutes Monday to Friday 6am-8pm, including travel	Hourly rate, Monday to Friday 6am-8pm, including travel
Clinical service – within 15km	\$96.00	\$134.00
Clinical service – within 30km	\$118.00	\$156.00
Clinical service – within 60km	\$140.00	\$176.00

Independent support – personal care	Short service – up to 30 minutes Saturday , including travel and penalty rates	Hourly rate, Saturday , including travel and penalty rates
Clinical service – within 15km	\$120.00	\$167.50
Clinical service – within 30km	\$147.00	\$195.00
Clinical service – within 60km	\$175.00	\$250.00

Independent support – personal care	Short service – up to 30 minutes Sunday , including travel and penalty rates	Hourly rate, Sunday , including travel and penalty rates
Clinical service – within 15km	\$144.00	\$201.00
Clinical service – within 30km	\$177.00	\$234.00
Clinical service – within 60km	\$210.00	\$300.00

Independent support – personal care	Short service – up to 30 minutes public holiday , including travel and penalty rates	Hourly rate, public holiday , including travel and penalty rates
Clinical service – within 15km	\$240.00	\$335.00
Clinical service – within 30km	\$295.00	\$390.00
Clinical service – within 60km	\$350.00	\$500.00

Community engagement and social support

Staying connected to your community is an important part of living well. We offer support to help you participate in social activities, maintain friendships, and enjoy meaningful experiences outside of the home. Whether it is attending local events, joining a group activity or simply catching up with friends, our team is here to make it easier for you to stay involved and feel connected.

Community engagement and social support	Short service – up to 30 minutes Monday to Friday 6am-8pm, including travel	Hourly rate, Monday to Friday 6am-8pm, including travel
Non-clinical service – within 15km	\$96.00	\$134.00
Non-clinical service – within 30km	\$118.00	\$156.00
Non-clinical service – within 60km	\$140.00	\$176.00
Non-clinical service – within 90 KMs	\$162.00	\$200.00
Non-clinical service – within 120 KMs	\$184.00	\$222.00

Community engagement and social support	Short service – up to 30 minutes Saturday , including travel and penalty rates	Hourly rate, Saturday , including travel and penalty rates
Non-clinical service – within 15km	\$120.00	\$167.50
Non-clinical service – within 30km	\$147.50	\$195.00

Non-clinical service – within 60km	\$175.00	\$220.00
Non-clinical service – within 90km	\$202.50	\$250.00
Non-clinical service – within 120km	\$230.00	\$277.50

Community engagement and social support	Short service – up to 30 minutes Sunday , including travel and penalty rates	Hourly rate, Sunday , including travel and penalty rates
Non-clinical service – within 15km	\$144.00	\$201.00
Non-clinical service – within 30km	\$177.00	\$234.00
Non-clinical service – within 60km	\$210.00	\$264.00
Non-clinical service – within 90km	\$243.00	\$300.00
Non-clinical service – within 120km	\$300.00	\$333.00

Community engagement and social support	Short service – up to 30 minutes public holiday , including travel and penalty rates	Hourly rate, public holiday , including travel and penalty rates
Non-clinical service – within 15km	\$240.00	\$335.00
Non-clinical service – within 30km	\$295.00	\$390.00
Non-clinical service – within 60km	\$350.00	\$440.00
Non-clinical service – within 90km	\$405.00	\$500.00
Non-clinical service – within 120km	\$460.00	\$555.00

Home support services

Our home support services are designed to make everyday tasks easier so you can feel comfortable and independent at home. We can assist with a range of activities, including:
What is included?

- **Domestic support:** light cleaning such as vacuuming, mopping dusting, wiping benches, spot cleaning of windows, and cleaning of bathrooms and kitchens
- **Laundry:** washing, hanging, folding clothes and changing bed linen
- **Grocery shopping:** helping you shop for groceries or doing the shopping on your behalf
- **Meal preparation:** preparing simple, healthy meals in your home base on your preferences

What is not included?

- Heavy lifting or moving large furniture
- Deep cleaning (e.g. carpet steam cleaning, oven cleaning)
- Home repairs or outdoor maintenance
- Complex or speciality meal catering

If you have specific needs or preferences, let us know and we will work with you to make sure the support suits your individual needs.

Home support services	Short service – up to 30 minutes Monday to Friday 6am-8pm, including travel	Hourly rate, Monday to Friday 6am-8pm, including travel
Non-clinical service – within 15km	\$92.00	\$127.00
Non-clinical service – within 30km	\$114.00	\$149.00
Non-clinical service – within 60km	\$136.00	\$171.00
Non-clinical service – within 90km	\$162.00	\$200.00
Non-clinical service – within 120km	\$180.00	\$215.00

Home support services	Short service – up to 30 minutes Saturday , including travel and penalty rates	Hourly rate, Saturday , including travel and penalty rates
Non-clinical service – within 15km	\$115.00	\$158.75
Non-clinical service – within 30km	\$142.00	\$186.25
Non-clinical service – within 60km	\$170.00	\$213.75
Non-clinical service – within 90km	\$197.50	\$241.25
Non-clinical service – within 120km	\$225.00	\$268.75

Home support services	Short service – up to 30 minutes Sunday , including travel and penalty rates	Hourly rate, Sunday , including travel and penalty rates
Non-clinical service – within 15km	\$138.00	\$190.50
Non-clinical service – within 30km	\$171.00	\$223.50
Non-clinical service – within 60km	\$204.00	\$256.50
Non-clinical service – within 90km	\$237.00	\$289.50
Non-clinical service – within 120km	\$270.00	\$322.50

Home support services	Short service – up to 30 minutes public holiday , including travel and penalty rates	Hourly rate, public holiday , including travel and penalty rates
Non-clinical service – within 15km	\$230.00	\$317.50
Non-clinical service – within 30km	\$285.00	\$372.50
Non-clinical service – within 60km	\$340.00	\$427.50
Non-clinical service – within 90km	\$395.00	\$482.50
Non-clinical service – within 120km	\$450.00	\$537.50

Community Support Programs

Support at Home program

The Werri-Nina Centre

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