



Home Care Package Fee Schedule

Effective 1 August 2025

For support in understanding these fees, please contact your local Home Care Package team on:

NSW Customers: (02) 5572 9100

VIC Customers: 1300 172 951

Fees	Package Level 1	Package Level 2	Package Level 3	Package Level 4
Care Management fee per fortnight	\$71.28	\$140.10	\$304.97	\$462.33
Package Management fee per fortnight	\$54.51	\$103.23	\$224.71	\$340.67
Basic Daily Fee	0	0	0	0
Income Tested Fee (ITF)	As determined by Services Australia. Full pensioners do not pay an ITF.			
Direct Service Fees	Please see below table of 'Direct Services'.			

Direct Services	Hourly Fee					
	Mon-Fri 8am-6pm	Mon-Fri 6pm-10pm	Mon-Fri 10pm-8am	Saturday	Sunday	Public Holiday
Domestic/Household Assistance Light cleaning, shopping, laundry	\$81	\$94	\$102	\$116	\$153	\$190
Personal Care/In Home Respite Assistance with care *	\$81	\$94	\$102	\$116	\$153	\$190
Individual Social Support Companionship, outings	\$81	\$94	\$102	\$116	\$153	\$190
Registered Nurse	\$151	\$188	\$195	\$218	\$337	\$413
Light Gardening and Home Maintenance	\$90	Price on application				
Customer Transport	\$1.60/km	Applies when staff use their own car to transport customers.				
Provider travel	\$1.60/km	Plus, staff travel time at hourly service rate. Agreed in advance.				
Social Activity Group	Full Day \$160		Half Day \$80			
	Please note: Excursion meals, entry fees, transport charged at cost.					
Allied Health and Therapy e.g. Physio, Occupational Therapy, Podiatry, Dietetics, Diabetes Education, Speech Pathology, Remedial Massage	\$190 - \$250/hour (Mon-Fri 9am-5pm).					
	Costs will be discussed and agreed in advance of service.					
Aquatic Physiotherapy (Hydrotherapy)	Individual: \$160-\$250 per session			Group: \$20-\$100 per session		
	Cost agreed in advance of service.					



Additional Information

Service not specified in fee schedule	Where a service is not specified in the schedule, and a provider is sourced, the cost will be discussed and agreed upon before services commence.
*30 minute Personal Care/Wellbeing check	Available NSW only, cost \$55 per 30 minutes
Choosing your own provider	Charges may be higher if you choose your own provider. We will discuss and agree on the cost before the service is provided. We will arrange a service level agreement with your preferred provider.
Cancellations	24 hours' notice is required if cancelling, otherwise the full fee will be charged.
After Hours support	Please speak to the team about after- hours support options
Fee review process	Fees are reviewed annually or as required. 4 weeks' notice will be provided, and your agreement will be sought.
Income Tested Fee (ITF)	Customers may be required to contribute to the cost of their care by paying an Australian Government income-tested fee. Full pensioners do not pay this fee.
GST	Services are GST free unless otherwise stated.
Care Management	<p>Care management ensures that you receive services that meet your current and future needs and that there is no overlap in services. Care Management is a mandatory service, and activities may include:</p> <ul style="list-style-type: none"> • assessing and reviewing your care • developing a care plan • discussing your needs with your GP and other Health Practitioners • being the point of contact for you and your support network • identifying and addressing any risks to help keep you safe <p>Care Management may be face to face, telehealth, phone, email</p>
Package Management	<p>Package Management relates to the administration activities that are required to ensure smooth delivery of your services. Package Management activities may include:</p> <ul style="list-style-type: none"> • managing your package funds from Medicare • coordinating and scheduling your services • ensuring that the services help you to meet your goals • are aligned with other supports, and can be provided within your budget • record keeping; invoice payments; preparing your monthly statements • establishing contracts with providers to meet special requests • meeting mandatory government reporting and quality activities
Self- Management Existing customers in VIC ONLY. Level 1 and 2 only.	<ul style="list-style-type: none"> • Care management fee per fortnight: Level 1 \$35.64; Level 2 \$70.05 • Package management fee per fortnight: Level 1 \$54.51; Level 2 \$103.23