

Support at Home Schedule of Service Fees

Effective 1 November 2025

All prices exclude GST

Service Fees Normal Hours (7:00am to 7:00pm, Monday to Friday)

Support at Home	Unit	Unit Price (ex GST)	Notes
Prompt Care Nurse	Per hour	\$163.00 - \$186.00	
Personal care	Per hour	\$115.00	
Social support and community engagement	Per hour	\$115.00	Includes Individual Social Support and Accompanied activities **
Respite	Per hour	\$115.00	In home respite.
Domestic assistance	Per hour	\$110.00	Includes General House Cleaning & Unassisted Shopping **

Loadings, surcharges, and other conditions

- Charges shown are for services delivered Monday to Friday, 7:00am through 7:00pm.
- Provision of private services (outside Support at Home funding) will incur 10% GST.
- Prices for external services/supplies are agreed prior to purchase and include a 10% handling fee.
- Reimbursements may be available with prior agreement.
- After hours (7:00pm through 7:00am Mon to Fri) 50% surcharge.
- **Saturday:** 50% surcharge.
- **Sunday and weekend after hours:** 100% surcharge.
- **Public holidays:** 150% surcharge.
- **Minimum service duration:** 2 hours. Shorter durations can be provided with a surcharge (1 hour surcharge \$44.52; 1.5 hours surcharge \$22.26).
- **Cancellations:** less than 48 hours notice will incur 100% of the shift fee.

** where the service involves travel there will be a unit price to cover the kms (\$1.70 per km travelled). We are waiting on My Aged Care to transition their systems to clarify how this will be structured.

The above prices are for our direct Prompt Care services. For a complete list of services available through Prompt Care under Support at Home please see [Support at Home service list](#) published by the Department of Health, Disability and Ageing. Call us on 1800 472 273 to discuss your requirements, a Care Partner can assist you with identifying and sourcing a local provider.