



澳華公會

Australian Chinese Community Association of NSW

Support at Home Prices & Fees 1 November 2025



Support at Home

From 1 November 2025, the Australian Government is introducing new pricing and fee arrangements under the Support at Home Program, which will replace the current Home Care Packages Program. These changes aim to simplify the system, improve transparency, and ensure that older Australians receive the right level of support to live safely and independently at home.

Under the new Support at Home Program, government funding, client fees, and provider charges will follow a consistent national structure. This includes clearer information about service prices, client contributions, and what is covered under each type of support.

As a provider, ACCA is committed to ensuring a smooth transition for all our clients. We will work closely with you to explain how the new pricing model affects your services and to make sure your care plan continues to meet your needs and preferences.

We will provide individualised information outlining your new fee structure, available services, and any changes to your contribution or funding. Our goal is to make this process as straightforward and transparent as possible.

Care Management Fee

Care Management is an essential service that includes the coordination, design, oversight, and overall management of your Support at Home package.

A Care Management fee of ten percent (10%) of your quarterly budget shall be deducted and allocated to the provider's Care Management account on a monthly basis. This fee is applied in accordance with the Support at Home Program Rules.

| | Service | Amount |
|---------------------------|-----------------|----------|
| Pricing based on per hour | Care Management | \$120.00 |

Clinical Supports

| Category | Service | Amount |
|---|---|-----------------|
| Allied Health and other Therapeutic Services Service Delivered Weekday 8am-5pm Pricing based on per hour | Nursing (Direct/Indirect) | \$115.00/100.00 |
| | Dietitian or nutritionist (Direct/Indirect) | \$145.00/130.00 |
| | Exercise physiologist (Direct/Indirect) | \$145.00/130.00 |
| | Occupational therapist (Direct/Indirect) | \$160.00/130.00 |
| | Physiotherapist (Direct/Indirect) | \$165.00/130.00 |
| | Podiatrist (Direct/Indirect) | \$145.00/130.00 |
| | Speech pathologist (Direct/Indirect) | \$160.00/130.00 |
| | Music Therapist | \$145.00 |
| | Counsellor or psychotherapist | \$220.00 |

Allied Health and other Therapeutic Services and Therapeutic services for independent living

Direct services include face-to-face or telehealth contact with the participant. Indirect services include non-face-to-face activities such as documentation, care planning, coordination, or report preparation.

Where an assessment report, complex clinical care, or specialised therapeutic intervention is required, estimated hours or an agreed price will be quoted, with mutual consent obtained prior to service engagement.

If the published price is not practical or available, an agreed price may be applied following discussion and agreement between the provider and the participant.

Independence

| Category | Service | Amount |
|---|-------------------------------------|---------------------------------|
| | | (All pricing based on per hour) |
| Therapeutic services for independent living | Acupuncturist (Direct/Indirect) | \$165.00/120.00 |
| | Chiropractor (Direct/Indirect) | \$165.00/120.00 |
| | Remedial masseuse (Direct/Indirect) | \$145.00/120.00 |

| | Standard Hours Mon-Fri (6am-8pm) | Non-Standard Hours Mon-Fri (8pm-6am) | Saturday | Sunday | Public Holiday |
|--|--|--|----------|--------|----------------|
|--|--|--|----------|--------|----------------|

| | | | | | |
|--|---------------------------------|----------|----------|----------|----------|
| | (All pricing based on per hour) | | | | |
| Social support and community engagement^ | \$88.00 | \$101.20 | \$132.00 | \$176.00 | \$220.00 |
| Personal Care | \$88.00 | \$101.20 | \$132.00 | \$176.00 | \$220.00 |
| Respite Care | \$88.00 | \$101.20 | \$132.00 | \$176.00 | \$220.00 |
| Group Social Support^ | \$25.00* | N/A | | | |
| Centre-Based Respite | \$25.00* | N/A | | | |
| Dementia Centre-Based Respite | \$25.00** | N/A | | | |

Independence

Direct Transport

- Driver and car provided
- Price based per Trip

| Distance | Standard Hours | Non-Standard Hours | Saturday | Sunday | Public Holiday |
|----------|--------------------|--------------------|----------|----------|----------------|
| | Mon-Fri (6am-8pm) | Mon-Fri (8pm-6am) | | | |
| <10km | \$59.40 | \$66.00 | \$81.40 | \$103.40 | \$125.40 |
| 10-20km | \$74.80 | \$81.40 | \$96.80 | \$118.80 | \$140.80 |
| 20-30km | \$134.20 | \$147.40 | \$178.20 | \$222.20 | \$266.20 |
| 30-40km | \$149.60 | \$162.80 | \$193.60 | \$237.60 | \$281.60 |
| 40-50km | \$209.00 | \$228.80 | \$275.00 | \$341.00 | \$407.00 |

(All pricing includes travel service hours)

(Trips falling outside the stated distance range will be subject to a separate quotation to account for additional travel distances.)

Everyday Living

| | Standard Hours Mon-Fri (6am-8pm) | Non-Standard Hours Mon-Fri (8pm-6am) | Saturday | Sunday | Public Holiday |
|---------------------|---|---|----------|----------|----------------|
| | (All pricing based on per hour) | | | | |
| Domestic Assistance | \$88.00 | \$101.20 | \$132.00 | \$176.00 | \$220.00 |
| Meal Preparation | \$88.00 | \$101.20 | \$132.00 | \$176.00 | \$220.00 |
| Gardening | \$120.00 | N/A | | | |

Meal Delivery

| Meal Delivery <ul style="list-style-type: none"> • Delivery only • Price per trip | Distance | <5km | 5-10km | 10-15km | 15-20km |
|---|----------|-------|---------|---------|---------|
| | | Price | \$29.70 | \$37.40 | \$67.10 |

Meals On Wheels from ACCA Kitchen (Per Meal)^{^^}

\$15 + 4

Terms and Conditions

Service Duration:

All staff-based services are charged for a minimum of one (1) hour of direct service. The minimum charge generally relates to direct service time and is not intended to be met through a combination of direct and indirect time. Any time beyond one hour is charged in 15-minute increments (rounded up to the next quarter hour), including any applicable indirect components.

Self-Managed Participants

Where a self-managed participant elects to use a Third Party Provider for services or goods, a self-management overhead of ten percent (10%) of the invoiced amount will apply, as permitted under the Aged Care Act 2024.

Provider-Sourced Items

Where the provider helps to obtain and supply an at-cost item, the total amount charged may include up to ten percent (10%) to cover the work involved in coordinating and processing the purchase.

This may include prescribed nutrition, nursing care consumables, indirect transport, and other related items.

*Group social support and Respite (Centre Based)

The Price is set on an hourly basis. Each group service booking is scheduled to run for approximately four (4) hours. The full four-hour charge is payable, even where the participant chooses not to utilise the entire service duration

**Respite (Centre-Based for Dementia needs)

The Price is set on an hourly basis. Each group service booking is scheduled to run for approximately five (5) hours due to tailored care needs. The full five-hour charge is payable, even where the participant chooses not to utilise the entire service duration

^Social Support and Community Engagement with Direct Transport

- Group Outing Services are subject to destination and distance, and price variations may apply based on the agreed price established prior to service delivery.
- Where a car and driver are required during the provision of Social Support and Community Engagement services, Direct Transport (driver and vehicle supplied) service item charges shall apply in conjunction with the Social Support and Community Engagement service charges.

^^Meals On Wheels from ACCA Kitchen

Meals on Wheels from ACCA Kitchen is charged under the meal preparation service as an agreed price of \$15.00 per meal for preparation, with delivery costs charged separately and a \$4.00 client contribution for ingredients, consistent with the Support at Home Program rules.

Assistive Technology and Home Modifications (AT-HM) Scheme:

The AT-HM Scheme covers the delivery and set-up of assistive technology equipment, training and education on the safe use of such equipment, and home modifications. Fees and rates will be agreed prior to purchase and applied in accordance with the Support at Home Program Rules:

- **Assistive Technology (AT):** An administration fee will apply and will not exceed ten percent (10%) of the quoted cost or up to five hundred dollars (\$500), whichever is lower.
- **Home Modifications (HM):** A coordination fee will apply and will not exceed fifteen percent (15%) of the quoted cost or up to one thousand five hundred dollars (\$1,500), whichever is lower.



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