

Support at Home Pricing Schedule

The following Service Item and price list is an indicative price list for Young Heart Home and Community Care.

The following service details and price list are based on guidelines and information such as the Aged Care Act and the support at home handbook, effective January 20th, 2025.

This price list is subject to change due to new government price changes, including wage increases for employees and CPI increases. Furthermore, prior to the release of new national policies on 01/07/2026, it may be subject to change at any time based on recent developments and company policy adjustments.

Care Management

The government has automatically set aside 10% of your quarterly budget for Care Management.

There will no longer be package management fees. Moving forward, our services for case management will be charged at an hourly rate. We claim your Care Management portion from your dedicated funding pool.

Table 1: Grandfathered HCP recipients and indicative Case Management Fees (current as of 1 November 2025).

HCP Level	Quarterly	Annual	10% Quarterly CM Fee	Your Budget After CM Deduction
Transitioned HCP Level 1	\$2,746.63	\$10,986.50	\$274.66	\$2,471.97
Transitioned HCP Level 2	\$4,829.86	\$19,319.45	\$482.98	\$4,346.88
Transitioned HCP Level 3	\$10,513.83	\$42,055.30	\$1051.38	\$9,462.45
Transitioned HCP Level 4	\$15,939.55	\$63,758.20	\$1,593.95	\$14,345.60

Table 2: Support at Home recipients and indicative Case Management Fees (current as of 1 November 2025).

HCP Level	Quarterly	Annual	10% Quarterly CM Fee	Your Budget After CM Deduction
1	\$2,682.75	\$10,731.00	\$268.27	\$2414.48
2	\$4,008.61	\$16,034.45	\$400.86	\$3607.75
3	\$5,491.43	\$21,965.70	\$549.14	\$4942.29
4	\$7,424.10	\$29,696.40	\$742.41	\$6681.69
5	\$9,924.35	\$39,697.40	\$992.43	\$8931.92
6	\$12,028.58	\$48,114.30	\$1202.85	\$10825.73
7	\$14,537.04	\$58,148.15	\$1453.70	\$13083.34
8	\$19,526.59	\$78,106.35	\$1952.65	\$17573.94

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Clinical Care

Clinical Care provides specialised, professional services which help you maintain and/or regain physical and cognitive capabilities. Under Support at Home you will not be expected to self-contribute for these services.

Care Management

Table 3: Case Management Fees

Service	Unit	Weekdays
Case Management	Hour	\$150.00
Restorative Care Management	Hour	\$189.00
End-of-Life Care	Hour	\$189.00

Nursing Care

Table 4: Nursing Care Fees

Type	Unit	Standard Hours	Non-standard Hours	Saturday	Sunday	P/H
Registered Nurse	Hour	\$180	\$225	\$270	\$315	\$360
Nursing Assistant	Hour	\$150	\$187.50	\$225	\$262.50	\$300
Enrolled Nurse	Hour	\$120	\$150	\$180	\$210	\$240

Allied Health and Other Therapeutic Services

Available only on weekdays 9am – 5pm.

Table 5: Allied Health and Other Therapeutic Service Fees

Type	Unit	Standard Hours
Allied Health Visit (Home Report)	Visit	\$270
Occupational Therapist	Hour	\$225
Physiotherapist	Hour	\$225
Podiatrist	Hour	\$210
Allied Health Therapy Assistant	Hour	\$210
Counsellor or Psychotherapist	Hour	\$210

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Dietitian or nutritionist	Hour	\$210
Exercise Physiologist	Hour	\$210
Music Therapist	Hour	\$260
Psychologist	Hour	\$280
Social Worker	Hour	\$110
Speech Pathologist	Hour	\$250

Independence Services

The Independence services help you with skill loss prevention and activities of daily living that allow you to live independently. Depending on your means test, you may be expected to self-contribute a portion of costs.

Personal care

Table 6: Personal Care Services Fees

Service	Unit	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	Hour	\$90	\$112.50	\$135.00	\$157.50	\$180
Assistance with the self-administration of medication	Hour	\$90	\$112.50	\$135.00	\$157.50	\$180
Continence management (non-clinical)	Hour	\$90	\$112.50	\$135.00	\$157.50	\$180

Social Support and Community Engagement

Table 7: Social Support and Community Engagement Prices

Service	Unit	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
Group Social Support (Low Care) (Indoor)	Hour	\$32	-	-	-	-
Group Social Support (High Care) (Indoor)	Hour	\$36	-	-	-	-
Group Social Support (Outing)	Hour	\$30	-	-	-	-
Companionship	Hour	\$88	\$110	\$132	\$154	\$176

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Therapeutic services for independent living

Table 8: Therapeutic services for independent living Fees

Service	Unit	Standard Hours
Chiropractor	Hour	\$198
Remedial Masseuse	Hour	\$198
Art Therapist	Hour	\$230
Acupuncturist	Hour	\$230
Osteopath	Hour	\$198

Everyday Living

Everyday living services help maintain your living environment and daily activities so you can stay living independently for as long as possible. Depending on your means test, you may be expected to self-contribute a portion of the costs.

Domestic Assistance

Table 9: Domestic Assistance Services Fees

Service	Unit	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
General House Cleaning	Hour	\$88	\$110	\$132	\$154	\$176
Laundry Service	Hour	\$88	\$110	\$132	\$154	\$176
Shopping Assistance	Hour	\$88	\$110	\$132	\$154	\$176
Meal Preparation	Hour	\$88	\$110	\$132	\$154	\$176

Home Maintenance and Repairs

Table 10: Home Maintenance and Repairs Fees

Service	Unit	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
Gardening	Hour	\$110	\$137.50	\$165	\$192.50	\$220
Assistance with home maintenance and repairs	Hour	\$110	\$137.50	\$165	\$192.50	\$220

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Meals

Table 11: Meals Prices Fees

Service	Unit	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
Meal Preparation	Hour	\$88	\$110	\$132	\$154	\$176
Meal Delivery	Meal	\$20	-	-	-	-

Transport

Table 12: Transport Fees

Service	Unit	Standard Hours
Direct Transport	Trip	\$2.5 per KM
Indirect Transport	Trip	Taxi Service + 10%

Assistive Technology and Home Modification Scheme

Assistive Technology (AT)

Assistive technology includes items, pieces of equipment or products that help a participant to do things more easily or complete activities they can no longer do independently. The following Table includes key funding allocation for assistive technology:

Table 13: Assistive Technology Funding – is part of the Independent Care Service

Funding Tier	Funding Allocation (up to)	Funding Period
Low	\$500	12 Months
Medium	\$2,000	12 Months
High	\$15,000	12 Months
Participants who have assistive technology costs above \$15,000 can access additional funding with evidence, such as a valid prescription.		

As a provider, we have administration costs which many include liaising with assistive technology suppliers, purchasing low risk assistive technology products and equipment, and organising quotes delivery and paying

Our administrative fee for assisting with technology delivery is 10% of the total cost, or a maximum of up to \$500 of the invoiced amount (whichever is lower).

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Home Modifications (HM)

Home modifications provide changes to a participant's home environment to make it safer and more accessible. Table 13 Below details funding allocation for Home Modifications.

Table 14: Home Modification Funding – is part of the Independent Care Service

Funding Tier	Funding Allocation (up to)	Funding Period
Low	\$500	12 Months
Medium	\$2,000	12 Months
High	\$15,000	12 Months
Funding may be extended for an additional 12 months to complete complex home modifications (24 months in total) if evidence is provided to Services Australia.		

As a provider, we have coordination costs in project management of your home modification, including organising quotations, communication with local government for structural modifications and managing subcontractor invoices.

Our coordination fee is 15% of the quoted price, or a maximum of up to \$1,500 (whichever is lower).

Surcharge for Independent, Third-Party Suppliers

Under the Aged Care Act, we will apply a 10% surcharge for services you yourself source from a third-party provider. This can only be negotiated and determined under communication with your care partner, and the prevailing conditions of the client agreement is satisfactory.

As client who choose “Self-Selected Service Provider”

(if you do not wish to use the supplier as Young Heart provided, then)

You(participant) are willing and encouraged to independently select any "third-party" service company or sole trader provider to provide you with relevant services and products you prefer.

You agree on that you will arrange the service or product and you will pay for the invoice before you get reimbursed (by service Australia).

Young Heart (The Provider) and You (participant) both agree on the service price for third-party workers that will be charged to you the participant's budget. Consideration of the final self-selected service price should include the overhead admin and processing fee 10%, generally, services delivered to a participant using a third-party worker are inclusive of GST.

You may be required to contribute to your services and product needs depending on your income test fee. The current home care subsidy amount is published on the Australian Governments website.

Reimbursements and participant contributions

Participant contributions apply for all services delivered in the independence and everyday living service categories. Whilst there are no contributions for services in the clinical supports category as clinical care is fully funded by government for all participants. The price paid by the participant at the point of purchase will include both the government subsidy and the participant contribution (if a contribution is applicable).

Young Heart will work with you (participant) to determine and document which your contribution will be paid under a reimbursement arrangement.

Young Heart will initially reimburse you for the full cost of the service and invoice you for your contribution as per the usual invoice cycle. Alternatively, Young Heart will only reimburse you for the government subsidy amount.

Notice Period for Cancelling Services

You must notify us at least two business days in advance of any cancellation or suspension of services (except in emergencies). A business day is a day that is not a public holiday or weekend. Notices received after 4:00 PM on a business day, or on a public holiday or weekend, will be deemed received on the next business day (unless otherwise provided in the Aged Care Act).

Interest Charges

If you are subject to a self-contribution fee and do not pay your contribution by the due date, you will be subjected to interest on the debt owed and we will charge at the current interest rate per the RBA.

If you have any questions or queries, feel free to contact your case manager, or calling (03) 8821 8821. Thank you for your co-operation.

Regards,

Quality Management Team
Young Heart Home and Community Care

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