

Support at Home Service Rates

EFFECTIVE 15TH AUGUST 2026

Healthcare Australia (HCA) offers a range of services to enable you to live the life you choose, in your own home and be part of your community.

Everyday Living Services

Support to help you with tasks around your home and maintaining your independence. Our Everyday Living Service durations are for a minimum of 1 hour.

Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Domestic assistance	Per hour	\$120.50	\$165.00	\$199.00	\$235.00
Shopping assistance	Per hour	\$120.50	\$165.00	\$199.00	\$235.00
Laundry assistance	Per hour	\$120.50	\$165.00	\$199.00	\$235.00
Gardening	Per hour	\$118.50	NA		
Home maintenance and repairs	Per hour & items	A quote will be obtained from an approved associate provide. <i>Note: window cleaning excludes the use of specialised equipment</i>			
Window cleaning	Per hour				
Meal preparation at home	Per hour	\$120.50	\$165.00	\$199.00	\$235.00
Meal delivery					
• Small	Per meal	\$14.00			
• Medium	Per meal	\$17.50			
• Large	Per meal	\$23.00			
• Snacks & supplements	Per item	\$2.50			

Independence & Wellbeing Services & Activities

Support & Services to help you manage activities of daily living while living independently and enjoying your community. Our Independence & Wellbeing services are for a minimum of 1 hour or as described.

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Personal care*	Assistance with self-care and activities of daily living	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
Respite	Flexible respite	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
Personal support	Assistance to maintain personal affairs	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
Social & Community support	Individual social support	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
	Accompanied activities	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
	Cultural support	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
	Digital education and support	Per hour	\$129.50	\$185.00	\$220.00	\$260.00
Group Social support & community support	Group social support (under 4 hours)	Per session	\$95.00	NA		
	Group social support (above 4 hours)	Per session	\$150.00	NA		
	Club (SA only)	Per session	\$75.00	NA		
Therapeutic services for independent living	- Remedial massage - Osteopathy - Acupuncture - Chiropractic - Diversional therapy - Art therapy	Per session	\$199.50	NA		

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Transport (taxi services can also be arranged) <i>Maximum time & distances apply</i>	Direct transport (<20km)	Per trip	\$65.00	\$92.50	\$105.00	\$125.00
	Direct transport (21-50km)	Per trip	\$95.00	\$112.50	\$136.25	\$160.00
	Direct transport (51-100km)	Per trip	\$115.00	\$132.50	\$156.25	\$195.00
Assistive technology and home modifications	Assistive Technology - Equipment and Products	Per item	A quote will be obtained from an approved associate provider & will incur the additional administration fees per below: - Assistive Technology fee: 7.5% or cap of \$500 - Home Modifications fee: 10% of cap of \$1500			
	Home modifications - Products	Per item				
	Home modifications - Labour	Per hour				

*From the 1st of October Personal Care will move to a clinical service classification – with no customer contribution required.

Care Management Fees

Your customer care manager is your key HCA contact; they are here to support you and coordinate your care and services. As per the Support at Home Guidelines, Services Australia deducts 10 percent of your quarterly budget to cover the cost of Care Management.

HCA applies the following care management fees

Care Management	\$130.00 per hour
Clinical Care Management & Restorative Care Management	\$185.00 per hour

Clinical

Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people. Session costs include report writing, and administration costs.

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Nursing	Registered Nurse	Per 30 mins	\$175.00	\$245.50	\$275.00	\$290.00
	Registered Nurse	Per hour	\$205.50	\$279.50	\$325.00	\$390.00
	Enrolled Nurse	Per hour	\$154.50	\$215.00	\$250.00	\$280.00
	Nursing care consumables	Per item	Price provided based on item required – such as continence aids, prescribed skin emollients, etc			
Allied health and other therapeutic services (9am-5pm)	Allied health assistance	Per Session	\$170.00	NA		
	Diet or nutrition	Per Session	\$255.00			
	Exercise physiology	Per Session	\$185.00			
	Music therapy	Per Session	\$225.00			
	Occupational therapy	Per hour	\$260.00			
	Physiotherapy	Per Session	\$220.00			
	Podiatry	Per Session	\$225.00			
	Psychology	Per Session	\$260.00			
	Social work	Per Session	\$230.00			
	Speech pathology	Per Session	\$240.00			
	Supervised exercise groups	Per session	\$75.00			

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
	Virtual Music therapy	Per session	\$95.00			
Nutrition	Prescribed oral or enteral nutrition	Per item	A quote will be obtained from an approved associate provider			

Important notes:

1. Minimum service hours are 1 hour or as noted (fees are not pro-rated < 1 hour).
2. Prices are current as per the 15th of August and are GST exclusive.
3. If you need to cancel a service (for a non-emergency) with less than 48 hours' notice – the full cost of the service scheduled will be charged.
4. Our services are provided by HCA qualified staff or approved associate providers who we manage through formal agreements to ensure quality, consistency and compliance with Support at Home guidelines.
5. You may cease your services at any time by providing 30 days written notice. HCA does not charge any exit fees.
6. Social events – we may run additional social excursions and activities that are not reflected on this price list – you will be notified ahead of the event to allow you time to accept the pricing.
7. Private services are available if you are awaiting funding or if you require additional services that exceed your SaH budget.
8. This price list applies to, My Care Solutions, Gippsland Care Service & La Bella Life who are part of HCA Home Care (HCA Corporate Health).

Get in touch: 1300 422 111