

Support at Home Price List

Effective 1 November 2025

Your Support at Home package is designed to help you live independently, safely, and with confidence. We're here to help you get the most out of it.

Every Support at Home package is different, because every person is different. Our job is to help you get the right support that helps you to stay in control of your life at home.

If you have any questions or would like help understanding Support at Home, please call our friendly team on 131 151.

Funding

The funding you receive from the government depends on the level of Home Care Package you are transitioning from, or the Support at Home classification you have been approved for. You may also be required to contribute to the cost of your care. This contribution will vary from person to person, and we will work with you to determine what works best for you.

Funds from the Government:

Budget for clients transitioning from a Home Care Package to Support at Home.

Classification	Quarterly budget	Annual Amount	Quarterly Supplement ¹
Transitioned Level 1	\$2,747	\$10,986	\$316
Transitioned Level 2	\$4,830	\$19,319	\$556
Transitioned Level 3	\$10,514	\$42,055	\$1,209
Transitioned Level 4	\$15,940	\$63,758	\$1,833

1. *Dementia and cognition supplement only applies to transitioned HCP recipients who were receiving the supplement on 31 October 2025. The subsidy will be managed by Services Australia and allocated to the participant's budget.*

Budgets for Support at Home clients.

Classification	Quarterly budget	Annual Amount
Classification 1	\$2,683	\$10,732
Classification 2	\$4,009	\$16,035
Classification 3	\$5,492	\$21,967
Classification 4	\$7,424	\$29,696
Classification 5	\$9,924	\$39,698
Classification 6	\$12,028	\$48,114
Classification 7	\$14,537	\$58,148
Classification 8	\$19,527	\$78,106

Services Australia will contact you and let you know how much you will need to co-contribute to the cost of your services. Services Australia may ask for your income and asset information to do this.

Care Management

Bethanie is committed to delivering the highest quality services to you and working in partnership to achieve your goals.

You will have access to a Bethanie Case Manager, who will work with you to understand your needs and goals, liaise with the team supporting you, and will be your first point of contact whenever you need anything. The amount of Care Management you require will vary based on your personal needs and circumstances.

Under Support at Home 10% of your quarterly budget is automatically set aside by the Services Australia for Care Management. Services Australia pool these funds across all Bethanie clients to allow Bethanie to flexibly provide Care Management services where and when they are needed.

Ongoing Services

The following table below shows the cost for services delivered by Bethanie. The cost is inclusive of direct and indirect labour costs, travel to your home, as well as Bethanie's corporate costs that include information and technology, human resources, and learning and development support.

Direct and Indirect time

Clinical and Allied Health support may be delivered directly, face-to-face with the client, or the support may be delivered indirectly. Examples of indirect support includes report writing, liaising with other doctors or pharmacists, or sourcing appropriate products on your behalf. At Bethanie prefer to itemise the time spent clearly and transparently as we believe this is fairer and more equitable to all.

Social Centres

Bethanie operates Social Centres across metropolitan Perth and Bunbury. These lively centres provide a range of therapeutic and social activities, together with scheduled outings and are the ideal place to spend a day. The centres provide carers with much needed respite and clients with the opportunity to mix with friends whilst enjoying activities.

The cost of attending a Social Centre is shown below under "Group social support" or "Centre-based respite" as applicable. This cost is per hour and is based on attendance for 5 hours per day. The cost includes bus transport but excludes meals which will be invoiced separately (for example lunch).

Supported Travel

Bethanie can support you with travel to appointments or accompany you for social activities. When the main aim of the service is social connection and the support worker stays with you for the duration, then the time will be captured under Individual Social Support with the hourly rate dependent on the total distance travelled during the service. This will be agreed with you prior to the service.

If the main aim of the service is only transport and the support worker does not stay with you, then you will be charged under the Direct Transport rate for each trip, dependent on the distance travelled in each trip. Again, this will be agreed with you prior to the service.

Clinical care

Service Type	Service	Time	Rate per hour
Nursing care ¹	Registered Nurse	Standard	\$186
		Evening	\$223
		Saturday	\$288
		Sunday	\$372
		Public Holiday	\$372
	Enrolled Nurse	Standard	\$163
		Evening	\$195.60
Allied health and other therapeutic services	Allied health assistance	Standard	\$160
	Physiotherapy	Standard	\$220
	Occupational therapy	Standard	\$220
	All other Allied Health ²	Standard	\$220
	Group therapy classes	Standard	\$80
Care management	Care management	Standard	\$150
	Clinical care management	Standard	\$170
	Restorative care management	Standard	\$175

Service Type	Service	Time	Rate per hour
Personal care	Assistance with self-care.	Standard	\$115
	Assistance with activities of daily living.	Evening	\$138
		Saturday	\$178.25
	Assistance with the self-administration of medication.	Sunday/ PH	\$230
Social support and community engagement	Group social support	Standard	\$46
	Individual social support -no travel	Standard	\$115
	Individual social support - travel up to 10km	Standard	\$121
	Individual social support - travel 10-20km	Standard	\$131
	Individual social support - travel 20-30km	Standard	\$141
	Individual social support travel over 30kms	Standard	\$161
	Individual social support - no travel	Saturday	\$178.25
	Individual social support - no travel	Sunday/ PH	\$230
	Individual social support - travel up to 10km	Saturday	\$187.55
	Individual social support - travel up to 10km	Sunday/ PH	\$242
	Individual social support - travel 10-20km	Saturday	\$197.55
	Individual social support - travel 10-20km	Sunday/ PH	\$252
Therapeutic services	Remedial massage	Standard	\$150
Respite	Flexible respite	Standard	\$115
	Community and centre-based respite	Standard	\$50
Transport ³	Direct transport (driver and car provided) - up to 10km	Standard	\$45 per trip
	Direct transport - 10-20km	Standard	\$70 per trip
	Direct transport - 20-30km	Standard	\$110 per trip
	Direct transport - over 30km	Standard	\$200 per trip
	Direct transport - 0-10km	Saturday	\$70 per trip
	Direct transport - 0-10km	Sunday/PH	\$90 per trip
	Direct transport - 10-20km	Saturday	\$110 per trip
Direct transport - 10-20km	Sunday/PH	\$200 per trip	

Everyday living

Service type	Service	Time	Rate per hour
Domestic assistance	General house cleaning	Standard	\$110
	Laundry service	Standard	\$110
	Shopping assistance ⁴	Standard	\$110
Home maintenance and repairs	Gardening	Standard	\$125
	Assistance with home maintenance and repairs ⁵	Standard	\$125
Meals ⁶	Meal preparation ⁷	Standard	\$110

Our minimum service duration is 30 minutes. Charges are made per hour or part thereof.

1. Specialised nursing products, including continence aids, will be claimed through the nursing consumables service.
2. Other Allied health services include Diet or nutrition, Exercise physiology, Podiatry, Psychology and Speech pathology.
3. Indirect Transport services are under the Independence category. Bethanie can support you to access taxi services through Cabcharge. These will be charged at the cost for the trip (including the service fee) plus 10% surcharge to cover Bethanie's administration costs.
4. Shopping assistance in this context is "shop by list", where the client does not accompany the support worker.
5. Expenses for home maintenance and repairs can also be claimed, e.g. a new door handle or tap.
6. Bethanie can support you to access a meal delivery service. Your Support at Home budget will be charged for the cost of preparation and delivery, plus 10% surcharge to cover Bethanie's administration costs. You will be required to pay for the food component yourself and will be invoiced directly by the meal delivery provider.
7. Meal preparation under Support at Home is only the act of preparing the meal. Where other activities are undertaken in the service, in addition to preparing a meal, such as social connection, light cleaning (eg washing dishes, general tidying), support for the client to manage the meal, etc, the services will be classified under Assistance with activities of daily living.