



SCHEDULE FEE AND CHARGES UNDER NEW HOME SUPPORT

1ST NOV 2025 - 30TH JUNE 2026

Support at Home Transition – Client Overview

Timeline & Participant Types

Timeline	Participant Type	Eligibility	Key Points for Clients
On or before 12 Sep 2024	Grandfathered Participants	Approved/Assessed for a Home Care Package by 12 Sep 2024	<ul style="list-style-type: none"> - Automatically transition to Support at Home (SAH) - Unspent funds carry over - HCP fees same or lower - HCP Level → "Transitioned HCP Level 1-4" (quarterly budget)
After 12 Sep 2024 – Before 1 Nov 2025	Transitional Participants	Approved/Assessed after 12 Sep 2024	<ul style="list-style-type: none"> - Required to contribute to services (unless hardship) - HCP Level → "Transitioned HCP Level 1-4" (quarterly budget)
On or after 1 Nov 2025	New Participants	Approved/Assessed for SAH on or after 1 Nov 2025	<ul style="list-style-type: none"> - Full application of SAH pricing, classifications, and service model - Required to contribute to services (unless hardship)

Contribution rates for grandfathered participants (on and before 12 Sep 2024)

Pension/Payment Status	Clinical Services	Independence Services	Everyday Living Services
Full Age Pensioner	0%	0%	0%
Part Pensioner	0%	Up to ~25% (0-25%)	Up to ~25% (0-25%)
Self-Funded Retiree	0%	25%	25%

Contribution rates for New Home support program (After 12 Sep 2024)

Pension/Payment Status	Clinical Services	Independence Services	Everyday Living Services
Full Age Pensioner	0%	5%	17.5%
Part Pensioner	0%	Up to ~50% (5%-50%)	Up to ~80% (17.5%-80%)
Self-Funded Retiree	0%	50%	80%

Classifications and budgets

The new **Support at Home** program will organize people into different levels (called *classifications*) based on how much help they need.

There will be **8 levels for new participants** and **4 levels for people moving over from the current Home Care Package program**.

Each level comes with a set **budget** that the person can use to pay for services and support.

- When someone is assessed, the assessor will decide which level they are in and how much funding they receive.
- Instead of giving the budget yearly, the funding will be split into **four parts** (one part every 3 months).
- If a person **doesn't use all their funds**, they can **save up to \$1,000 or 10% of their 3-month budget** (whichever is more) and carry it into the next quarter.
- The budget amounts shown will start from **1 November 2025**, and they **may change each year** based on government adjustments

Classification	Quarterly budget	Annual amount
1	\$2,682.75	\$10,731.00
2	\$4,008.61	\$16,034.45
3	\$5,491.43	\$21,965.70
4	\$7,424.10	\$29,696.40
5	\$9,924.35	\$39,697.40
6	\$12,028.58	\$48,114.30
7	\$14,537.04	\$58,148.15
8	\$19,526.59	\$78,106.35

Home Care Package care recipients

Current Home Care Package clients will automatically move to the new Support at Home program. **They** won't need to reapply or be reassessed. They will be placed into a transition level **that matches their current funding**. Their funding and services will continue as usual.

HCP classification	Support at Home classification	Support at Home quarterly budget	Support at Home annual amount
HCP Level 1	Transitioned HCP Level 1	\$2,746.63	\$10,986.50
HCP Level 2	Transitioned HCP Level 2	\$4,829.86	\$19,319.45
HCP Level 3	Transitioned HCP Level 3	\$10,513.83	\$42,055.30
HCP Level 4	Transitioned HCP Level 4	\$15,939.55	\$63,758.20

CATEGORY 1: CLINICAL CARE

Focuses on supporting participants' overall health and wellbeing through professional and coordinated care.

OUTCOME:

Improved health stability, reduced Hospital risks, and enhanced confidence to manage wellbeing at home

Service	Weekdays (\$/hr/unit)	Weekdays After Hours (\$/hr/unit)	Saturdays (\$/hr/unit)	Sundays (\$/hr/unit)	Public Holidays (\$/hr/unit)
Home support care management	130	140	N/A	N/A	N/A
Registered nurse clinical care	140	150	160	170	190
Enrolled nurse clinical care	120	130	140	150	170
Nursing assistant clinical care	115	125	135	145	165
Podiatry*	250	N/A	N/A	N/A	N/A
Social work*	230	N/A	N/A	N/A	N/A
Speech pathology*	230	N/A	N/A	N/A	N/A
Diet or nutrition*	220	N/A	N/A	N/A	N/A
Physiotherapy*	200	N/A	N/A	N/A	N/A
Psychology*	220	N/A	N/A	N/A	N/A
Exercise physiology*	215	N/A	N/A	N/A	N/A
Hydrotherapy physio*	280	N/A	N/A	N/A	N/A
Occupational therapy*	250	N/A	N/A	N/A	N/A
Counselling or psychotherapy*	220	N/A	N/A	N/A	N/A

Note: *Invoices by Allied health professional or specialist including reports or without specification of hourly rate, then we take cost to sale Ratio will be applied.

Specialist continence visit as per request will apply similar cost to sale ratio as above. But any consumable cost pads requested will apply 10% charge on invoice from suppliers.





CATEGORY 2: INDEPENDENCE SUPPORT

Aims to help Participants maintain or regain their ability to live independently and stay active in their community.

OUTCOME:

Increased confidence, Independence, and social connection while supporting choice and participation in daily life.

Service	Weekdays (\$/hr/unit)	Weekdays After Hours (\$/hr/unit)	Saturdays (\$/hr/unit)	Sundays (\$/hr/unit)	Public Holidays (\$/hr/unit)
Group social support	95	100	120	140	150
Individual social support	95	100	120	140	150
Accompanied activities	95	100	120	140	150
Cultural support	95	100	120	140	150
Digital education and support	90	95	115	135	140
Assistance to maintain personal affairs	95	100	120	140	150
Expenses to maintain personal affairs	95	100	120	140	150
Direct transport (20km per trip)*	30 per trip	N/A	N/A	N/A	N/A
Assistance with self-care and activities of daily living	95	100	120	140	150
Assistance with the self-administration of medication	95	100	120	140	150
Continence management (non-clinical)	95	100	120	140	150
Chiropractics	150	N/A	N/A	N/A	N/A
Osteopathy	180	N/A	N/A	N/A	N/A

Note: *Direct transport might change as per your request if travel upto 10km(per trip) then it will \$20, when its upto30 km(per trip) then its \$45 and fees might be subject to change.

All other indirect transport Services(taxi or uber) 10% charge applies to facilitate those services.

Any other invoices from suppliers,10% charge on the cost will be applied to cover cost of administration.



CATEGORY 3: EVERYDAY LIVING SUPPORT

Focuses on assisting participants with daily activities to maintain comfort and safety at home

OUTCOME:

Improved quality of life, stability, and continued ability to live independently in their own home.

Service	Weekdays (\$/unit)	Weekdays After Hours	Saturdays	Sundays	Public Holidays
In house cleaning	95	100	120	140	150
Laundry services	95	100	120	140	150
Shopping assistance	95	100	120	140	150
Professional Gardening	85	N/A	N/A	N/A	N/A
Assistance with home maintenance and repairs	85	N/A	N/A	N/A	N/A
Professional cleaning*	90	N/A	N/A	N/A	N/A
Meal preparation	95	100	120	140	150
Meal delivery per Meal (varies)**	15	N/A	N/A	N/A	N/A

Note: *Deep cleaning requested will be applied under professional cleaning and those fees applies.

**Meals delivered varies depending on the order of the size and type of the meal as requested, it represents the most expensive meal you can request but if a small meal is order, then the price will be smaller it will vary between \$9 to \$15 per meal.

***Any invoice of expenses of maintenance from supplier 10% on the invoice will be applied.

Notice: Cancellation is within 48 hours; Participants will advise us via phone or other means to us Otherwise, full amount of the service will be charged

