

Support at Home Pricing Schedule (effective 1 November 2025)

At EC Care, our approach goes beyond treatment. We are committed to enhancing quality of life by building on each client’s strengths, promoting independence, and delivering compassionate, evidence-based care that supports dignity, safety, and long-term wellbeing.

1. Everyday Living Services (1:1 Staff Ratio)

Everyday Living services support older people to safely maintain their home and daily routine through assistance with cleaning, laundry, meal preparation, ironing, and basic home maintenance.

Service	Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Domestic Assistance	General house cleaning	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Laundry services						
	Shopping assistance						
Home Maintenance	Gardening (basic)	\$110.00	\$121.00	\$123.20	\$154.00	\$198.00	\$244.20
	Assistance with home maintenance and repairs	Prices available on request					
Meals	Meal preparation (per hour)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Meal delivery services	Prices available on request					

2. Independence Services

Independence services support functional ability, personal care, ongoing health needs, respite care, and community access, helping clients remain safe, connected, and independent in their own homes.

	Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Personal Care , Respite Care	Assistance with self-administration of medication	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Assistance with self-care and activities of daily living	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Individual social support (Community access)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Continence management (non-clinical)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Respite care- Active (in participant’s home only)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
Overnight Care /Respite	Respite care- Inactive overnight (min.8 hours continuous) +1 hour to be charged active)	N/A	N/A	\$300 per shift	\$420 per shift	\$540 per shift	\$666 per shift

3. Clinical Supports

At EC Care, clinical supports are delivered by skilled Registered Nurses, including but not limited to dementia care, diabetic management, wound care, continence and stoma care, medication management, chronic disease support, and palliative and end-of-life care.

Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Nursing – Registered Nurse	\$155.00	\$170.50	\$173.60	\$217.00	\$279.00	\$344.10

Therapeutic Services for Independent Living

Service Type	Rate
• Chiropractor	\$199
• Osteopath	\$189
• Remedial Masseuse	\$179
• Acupuncturist, Art Therapist, Diversional Therapist	Prices available on request

Transport Service Fees

Service Type	Weekday	Saturday	Sunday	Public Holiday	Overnight/Extended
Direct transport (<10 km)	\$35	\$49	\$63	\$77	\$88
Direct transport (10–20 km)	\$69	\$97	\$124	\$152	\$176
Direct transport (>20 km)	\$104	\$146	\$187	\$229	\$264
Indirect transport	<i>Prices available on request</i>				

Allied Health

Service Type Only weekdays	Price
Physiotherapist (individual)	\$229
Occupational Therapist	\$229
Podiatrist	\$229
Dietitian, Exercise Physiologist, Social Worker, Speech Pathologist and Counsellor / Psychotherapist	\$219
Allied Health Therapy Assistant	\$145
Psychologist	\$239
Music Therapist, Aboriginal and Torres Strait Islander Health Practitioner and Worker	Prices available on request

4. Care Management

As part of the Support at Home program, you will be supported by a dedicated Team who will work alongside you to design a personalised care plan that reflects your goals, preferences, and lifestyle. Our Team will take the time to understand what matters most to you, assist in selecting the right services, liaise with your nominated supporter (if you choose), and adjust your budget when your circumstances change. Regular reviews will be carried out to ensure your care plan continues to meet your evolving needs. To support these care management activities, the Australian Government automatically sets 10% of your quarterly budget to cover related planning and coordination costs.

Category	Hourly Rate
Ongoing Services	\$120
Restorative Care	\$160
End of Life Care	\$160

5. Contribution Rates

- Your contribution rate is set by the Australian Government (Services Australia) and is determined by several factors, including the type of service you access, your pension status, and the outcome of your income and asset assessment. You will be required to contribute at your assessed rate for services provided under the Everyday Living and Independence categories.
- No contribution is required for services delivered under the Clinical category.

6. Notes:

- All listed rates exclude GST, and where applicable, GST will be added at the standard rate of 10%.
- Any price and service delivery changes will only be made after discussion and mutual agreement with you, and this quote must be read in conjunction with the Service Agreement.
- Service hours operate 24/7 where applicable as per price guide.
- To avoid incurring a full service fee, cancellations must be made at least two business days in advance.
- Some supports or consumable items are priced according to their actual cost, which may vary depending on individual needs, service location, and supplier availability. These services may be offered through third parties. Prices will be provided on request e.g., therapeutic services, nursing consumables, overhead costs to cover service delivery, quality assurance and indirect transportation.
- A minimum booking of 2 hours applies for domestic and personal care services. Nursing care services require a minimum booking of 1.5 hours per visit.
- This is an inactive night shift that includes one hour of active care at either the start or end of the shift. A separate sleeping area must be provided for the staff member. Any extra active care provided during the night will be charged at the applicable hourly rate in addition to the overnight fee.
- When staff use their own vehicle to transport a client, or travel to complete tasks on behalf of a client without them (such as shopping), a travel fee of \$1.20 per kilometre will apply.
- In line with staff Award conditions, cancellations must be made at least 48 hours before the scheduled service. EC Care Support Services reserves the right to charge all or part of the planned service fee if less than 48 hours' notice is given.