



Support at Home Program Effective 1 November 2025

Service Rates

All services provided by Essential Care Support Workers are charged as a per-hour cost and are costed the same which includes: Personal Care, Domestic assistance, meal preparation, shopping, medication prompting etc.

We provide services at a minimum engagement of 1 hour.

Service rate's per hour	6am – 8pm	8pm – 6am
Monday – Friday	\$115.00	\$125.00
Saturday – 12 am to midnight	\$150.00	\$150.00
Sunday - 12 am to midnight	\$175.00	\$175.00
Public holiday - 12 am to midnight	\$220.00	\$220.00
Lawn and home maintenance	\$95.00	N/A

*Services finishing past 8pm are charged at the PM rate for the entirety of the service i.e., service time is 5pm - 8:30pm, the entire 3.5hrs are charged at the PM rate.



Additional fees and charges

Additional Services	
Travel costs per kilometer for those incurred during service provision i.e. shopping and transport services	\$1.50 per klm GST free
Nursing services i.e. Enrolled and Registered Nurses	Quoted on request and provided by outside sources
Gardening and Lawn Mowing	Quoted on request depending on additional requirements

Additional Information

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Consumer must provide Essential Care with 48 hours' notice of cancellations. If less than 48 hours notice is provided, the full service fee will be charged.
Saturdays are from midnight Friday until midnight Saturday
Sundays are from midnight Saturday until midnight Sunday
We will attempt to advise of any fees and charges increases with notice, however, please be advised that where reasonable, annual price increases, consistent with CPI and Award changes, may be implemented without incidental consent needing to be sought.