



Support at Home

2026 PRICING SCHEDULE



Welcome to

People First Healthcare

At People First Healthcare (PFH), we believe quality care starts with people. Our mission is simple: to support older Australians in living independently, safely and with dignity in the comfort of their own homes.

We specialise in delivering personalised, flexible and affordable support. Whether you're new to aged care or already receiving services, PFH is here to guide you every step of the way, with compassion, transparency and a commitment to always putting people first.

Our dedicated team is ready to help you navigate the upcoming Support at Home reforms. PFH offers genuine support you can rely on to remain at home for as long as you choose, safely and surrounded by your loved ones.



PEOPLE FIRST
HEALTHCARE

The **Support at Home** Program

Navigating the Changes, While Putting People First

The Australian Government is introducing the Support at Home Program, set to launch on 1 November 2025. This new system is designed to simplify and improve access to aged care services at home, replacing the current Home Care Packages (HCP) and the Short-Term Restorative Care Program.

At People First Healthcare we're here to guide you through it every step of the way.

Grandfathered Home Care Packages:

If you're already receiving aged care services under a Home Care Package, there's no need to worry.

- Your current services will continue, there will be no disruption to your care.
- Unspent package funds will be carried over for existing HCP clients.
- We will continue to monitor and align services to your funding level and needs
- We will keep you informed of the changes impacting you and how to navigate it

Home Care Package Funding

Participants currently receiving Home Care Package (HCP) services will keep their existing Level 1 to Level 4 package, reflecting their assessed care needs. These allocations are set by government assessment, and clients will be informed directly of any updates or changes as they transition to the new Support at Home program.

Home Care Package	Service Hours* <i>Approx Fortnightly</i>	Annual Budget	Quarterly Budget	Quarterly Care Management Fee 10%	Available to Spend
Level 1	2 to 5 <i>Hours</i>	\$11,272.15	\$2,818.04	\$281	\$2,537
Level 2	6 to 8 <i>Hours</i>	\$19,821.76	\$4,955.44	\$495	\$4,460
Level 3	10 to 18 <i>Hours</i>	\$43,148.74	\$10,787.18	\$1,078	\$9,709
Level 4	20 to 26 <i>Hours</i>	\$65,415.91	\$16,353.98	\$1,635	\$14,718

**Estimated hours based on average \$100/hour support work rate
Does not include weekend / after hours or public holidays*

Support at Home Funding

Starting 1 November 2025, newly approved clients will receive support through the Support at Home (SAH) program. Services will be provided under eight classification levels, based on each person’s assessed care needs. These classifications are determined through a government assessment and clients will be formally notified once their application is approved and their support level has been allocated.

Support at Home Level	Service Hours* <i>Approx Fortnightly</i>	Annual Budget	Quarterly Budget	Quarterly Care Management Fee 10%	Available to Spend
Level 1	2 to 4	\$11,010.01	\$2,752.50	\$275	\$2,477
Level 2	4 to 6	\$16,451.35	\$4,112.84	\$411	\$3,701
Level 3	7 to 9	\$22,536.81	\$5,634.20	\$563	\$5,071
Level 4	10 to 12	\$30,468.51	\$7,617.13	\$761	\$6,856
Level 5	12 to 16	\$40,729.53	\$10,182.38	\$1,018	\$9,164
Level 6	16 to 20	\$49,365.27	\$12,341.32	\$1,234	\$11,107
Level 7	20 to 24	\$59,660.00	\$14,915.00	\$1,491	\$13,424
Level 8	24 to 32	\$80,137.12	\$20,034.28	\$2,003	\$18,031

**Estimated hours based on average \$100/hour support work rate
Does not include weekend / after hours or public holidays*

Co-contribution

What is “Co-contribution”?

Under the new Support at Home program (starting November 1 2025), a co-contribution is the amount participants pay out of pocket toward certain in-home care services, while the government covers the rest. The rate depends on the type of service and a person’s financial situation. Clinical care services like nursing or allied health will remain fully funded (no co-contribution), while supports that promote independence or assist with daily living, such as personal care, cleaning, or meal preparation, will require a small percentage payment, ranging roughly from 5% to 80%. Protections such as lifetime caps, hardship support, and “no-worse-off” rules ensure older Australians continue to receive affordable care.

Client Type	Clinical Support	Independence Support	Everyday Living Support
Full Pensioner	0%	5%	17.5%
Part Pensioner	0%	5% - 50%	17.5% - 80%
CSHC Holder <i>(Self funded retiree)</i>	0%	5% - 50%	17.5% - 80%
Self Funded Retiree <i>(not eligible for CSHC)</i>	0%	50%	80%

Everyday Living Support Rates

General House Cleaning					
Service Type Domestic Assistance	Weekday	After Hours	Saturday	Sunday	Public Holidays
Hourly Rate	\$120	\$130	\$140	\$180	\$220

Meal Preparation					
Service Type Meals	Weekday	After Hours	Saturday	Sunday	Public Holidays
Hourly Rate	\$120	\$130	\$140	\$180	\$220

Independence Support Rates - Personal care

Selfcare and Daily Living Activities Assistance					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	\$120	\$130	\$140	\$180	\$220
Respite Care					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	\$120	\$130	\$140	\$180	\$220
Personal Care Overnight					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	Speak with your Care Partner				

Independence Support Rates

Social Support and Community Engagement

Group Social Support					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	\$100	N/A	N/A	N/A	N/A

Accompanied Activities					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	\$140	N/A	N/A	N/A	N/A

Individual Social Support					
Hourly rate <i>Min 2 hours shift</i>	Weekday	After Hours	Saturday	Sunday	Public Holidays
	\$140	N/A	N/A	N/A	N/A

Independence Support Rates - Transport

Direct Transport (Driver and Car Provided) - Up to 20km

Hourly rate <i>Min 2 hours shift</i>	Weekday	After hours	Saturday	Sunday	Public Holidays
	\$120	\$130	\$140	\$180	\$220

Direct Transport (Driver and Car Provided) - Over 20km

*Hourly Rate	Weekday	After hours	Saturday	Sunday	Public Holidays
	\$150	\$160	\$170	\$210	\$250

***Travel and Hourly Rate Clarification**

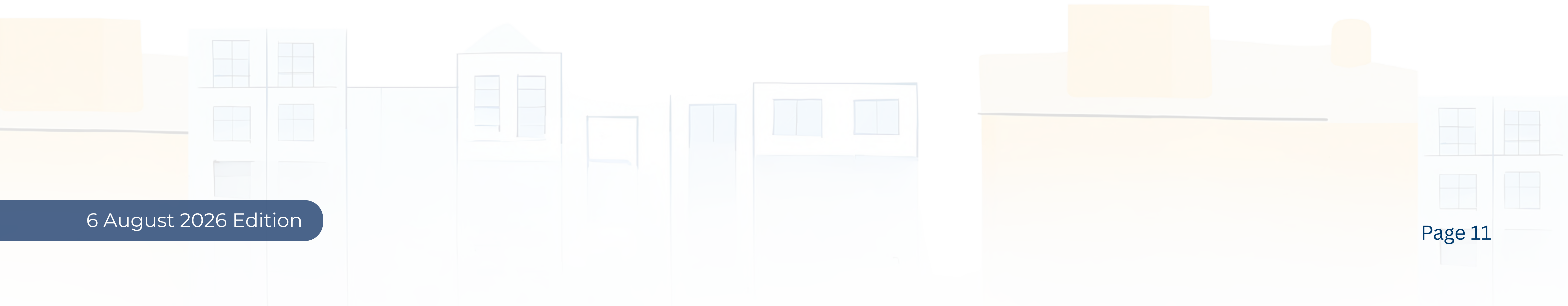
Please note the following regarding our hourly rate and travel distance structure:

- For travel between 20 km and 60 km, the applicable rate is \$150 per hour on weekdays
- If only 1 hour of service is required within this distance range, the corresponding travel may cover up to 30 km; however, the minimum booking period is 2 hours, which may be mixed with another service offering such as Assistance with Daily Living at \$120 per hour on weekdays
- For work performed beyond 60 km, the hourly rate increases in 1-hour increments for every additional 30 km travelled

Independence Support Rates - Therapeutic services

Service Type	Hourly Rates
Osteopathy	\$199.50
Remedial Masseuse	\$199.50

If we source a service from a Third Party Provider, we may charge you a surcharge up to the maximum permitted under the Aged Care Act (up to 20% of the price).



Clinical Support Rates*

Home Support Care Management					
Service Type Care Management	Weekday	After Hours	Saturday	Sunday	Public Holidays
Hourly Rate	\$180	N/A	N/A	N/A	N/A

Home Support Restorative Care Management					
Service Type Restorative Care Management	Weekday	After Hours	Saturday	Sunday	Public Holidays
Hourly Rate	\$180	N/A	N/A	N/A	N/A

If we source a service from a Third Party Provider, we may charge you a surcharge up to the maximum permitted under the Aged Care Act (up to 20% of the price).

**All clinical services are charged at an hourly rate. Clinical assessments are subject to a minimum call-out fee based on engagement time. Clinical assessments include nursing intake and reviews, initial assessments, and visits requiring formalised clinical assessment. Hourly rates and charges also include preparation, clinical correspondence, documentation, and travel fees.*

Clinical Support Allied Health Rates*

Service Type	Hourly Rates
Occupational Therapy	\$199.50
Podiatry	\$199.50
Physiotherapy	\$199.50
Dietetics	\$199.50
Nursing	\$168.00
Speech and Language Pathology	\$210.00

If we source a service from a Third Party Provider, we may charge you a surcharge up to the maximum permitted under the Aged Care Act (up to 20% of the price).

**All clinical services are charged at an hourly rate. Clinical assessments are subject to a minimum call-out fee based on engagement time. Clinical assessments include nursing intake and reviews, initial assessments, and visits requiring formalised clinical assessment. Hourly rates and charges also include preparation, clinical correspondence, documentation, and travel fees.*

Subsidies and funding provided by the government are subject to change; therefore, the amounts listed are approximate. Prices are approximate and may vary.

Maintenance Services Rates/Everyday Living Support*

Everyday Living

Service type	Rate
Light Gardening Maintenance (Minimum 2 hours)	\$100
Domestic Cleaning (Minimum 2 hours)	\$120
Maintenance Services (electrical; plumbing and handyman)	From \$180 onwards
Window Cleaning	From \$150 onwards
Guttering Maintenance	From \$180 onwards

AT-HM

Service type	Rate
Major/Minor Home Modifications)	Please request a quote

Support at Home clients may be required to Co-contribute from 17.5% to 80%

If we source a service from a Third Party Provider, we may charge you a surcharge up to the maximum permitted under the Aged Care Act (up to 20% of the price).



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NOTE: All pricing and rates outlined in this handbook are current as of June 2026 and may be subject to change in line with government updates, supplier costs, and service requirements. We will notify you if prices change prior.

pfhcare.com.au

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