

Support at Home Services Pricing



Esse Care Managed Services

Cost for services Esse Care organises with our own workers and our associated third-party providers.

		Monday to Friday (6am-8pm)	Monday to Friday (8pm-6am)	Saturday (8am-5pm)	Sunday (8am-5pm)	Public holiday (8am-5pm)
Everyday Living						
Domestic Assistance, Laundry, Cleaning and Meal Preparation		\$95	\$105	\$125	\$165	\$197
Light Gardening		\$97 per hour				
Home Maintenance and Repairs		\$125 per hour				
Independence						
Personal Care Social Support and Community Respite		\$95	\$105	\$125	\$165	\$197
Direct Transport (car and driver)	1-5km	\$100	\$110	\$130	\$170	\$205
	6-10km	\$110	\$120	\$140	\$180	\$210
	11-15km	\$120	\$130	\$150	\$190	\$220
	16-25km	\$130	\$140	\$160	\$200	\$230
	26-50km	\$155	\$170	\$185	\$225	\$260
	51-100km	\$215	\$220	\$245	\$285	\$320
Therapeutic Services such as <ul style="list-style-type: none"> Acupuncturist Chiropractor Diversional Therapist Remedial Masseuse Art Therapist Osteopath 		\$165 per session				
Assistive Technology and Home Modifications		Quote on request For assistive technology purchases, we charge a provider administration fee of up to 10% of the total cost (capped at \$500 per item). For home modification, we charge a provider coordination fee of up to 15% of the quoted cost (capped at \$1,500 per project).				
Clinical Supports						
Care Management		\$110				
Restorative Care Management		\$150				
Nursing Care		\$150	\$165	\$205	\$235	\$267
Allied Health and other therapeutic <ul style="list-style-type: none"> Physiotherapy Occupational Therapy Podiatry Speech Pathologist Dietitian or Nutritionist Psychologist 		Physiotherapy - \$185 per session Occupational Therapy - \$200 per hour (3 hours minimum for first visit) Podiatry - \$180 per session All Other Allied Health - \$200 per session				

Prices are shown per hour unless stated otherwise

Self-Managed Services

If the Participant chooses to independently engage their preferred third-party provider to deliver services (such as their own gardener, handymen, allied health or therapeutic provider and more), Esse Care will apply a 10% overhead charge on the total cost of each invoice. This amount will be deducted from the Participant's Support at Home funding.

All rates and service arrangements are to be discussed and agreed directly between the Participant and the third-party provider. Esse Care remains responsible for ensuring that any third-party provider engaged by the Participant complies with all relevant provider registration, quality, and safety requirements under the Aged Care Act 2024 and Aged Care Rules 2025.

The following services are treated as self-managed services under the Support at Home program, and the above overhead charge will apply:

- **Meal Delivery Services** (for all client-chosen meal delivery providers). The participant is required to pay 30% (for ingredients) directly to the meal supplier, and the remaining 70% (for meal preparation and delivery) is invoiced to Esse Care and claimed from the Participant's funding.
- **Indirect Transport Services** (for all client-selected taxi, rideshare, or voucher-based transports).
- **Nursing care consumables and Prescribed nutrition products**

Terms and Conditions

Participant contributions - Under Support at Home, the Participant may be asked to pay a contribution towards the services they receive. Payment of contributions depends on their circumstances and the type of services they receive. Contributions are based on an assessment by Services Australia, with actual contribution rates determined through an income and asset assessment. If Participant is required to pay contributions, Services Australia will notify them of the contribution amount payable. We will send the Participant an invoice each month, which shows the contribution amount they'll need to pay, if applicable.

Cancellations - Notice must be received no less than 48 hours before the scheduled service or we may charge fees or charges payable under your Service Agreement and/or the participant's full contribution amount and claim any government funding for the service. If a recurring shift falls on a public holiday, the Participant is responsible to notify the Provider in advance of any cancellations or requests to reschedule. Failure to provide notice will result in the shift being charged at the applicable public holiday rate.

Non-Standard Hours - If a shift concludes within non-standard hours (Monday to Friday after 8pm), the entire duration of the shift will attract the corresponding non-standard rate.

Validity

Prices and fee schedule is valid from 1 November 2025 but may be subject to change at any time as published and in line with the terms of our Service Agreement.

Contact Us

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Esse Care vs Other Providers

How does Esse Care compare with other providers in the industry?

Price	Esse Care	Other Providers
Domestic Assistance and Cleaning	\$95	\$105 - \$109
Personal Care, Social and Community Support	\$95	\$100 - \$115
Physiotherapy	\$185	\$185 - \$210
Occupational Therapy	\$200	\$200 - \$220
Podiatry	\$180	\$180 - \$208
Nursing Care	\$150	\$150 - \$179
Care Management	\$110	\$120 - \$150
Restorative Care Management	\$150	\$150 - \$173

*Based on 'Summary of Indicative Support at Home Prices Sep 2025' on health.gov.au
Prices displayed for other providers are the National median price and the upper range rates.*

Hours of Care (approx. per fortnight)	Esse Care	Other Providers
Home Care Packages (Grandfathered/Transitioned)		
Level 1	~4 hours	~3 hours
Level 2	~7 hours	~5 hours
Level 3	~15 hours	~12 hours
Level 4	~23 hours	~19 hours
Support at Home		
Level 1	~4 hours	~3 hours
Level 2	~6 hours	~5 hours
Level 3	~7 hours	~6 hours
Level 4	~10 hours	~9 hours
Level 5	~14 hours	~12 hours
Level 6	~17 hours	~14 hours
Level 7	~21 hours	~17 hours
Level 8	~28 hours	~23 hours

Estimated hours assumes all available funding is used for support work.