

Support at Home

Price List effective 1 November 2025

	Weekdays		Saturday	Sunday	Public Holidays
	6.00am- 8.00 pm	8.00 pm-midnight			
Independence	\$100.00	\$120.00	\$145.00	\$162.00	\$190.00
Services include: personal care, meal preparation, in home respite, continence care, help with showering & medication, assistance with personal affairs and companionship (individual social support).					
Direct - transport	\$120.00	n/a	\$165.00	\$182.00	\$210.00
Transport to attend medical/specialist appointments, shopping assistance and accompanied activities – up to 15 km round trip.					
Everyday Living	\$100.00	\$120.00	\$145.00	\$162.00	\$190.00
Services include: changing bed/linen, cleaning, ironing and laundry. Customer's own cleaning equipment and products will be used.					
Direct - transport	\$120.00	Unaccompanied shopping.			
Home Maintenance	\$100.00	<i>Not available after hours.</i>			
Home maintenance may include: lawn mowing, keeping pathways safe, minor home maintenance, light pruning, gutter cleaning, sweeping and garden maintenance, window cleaning and oven cleaning.					
Nursing services					
Registered Nurse	\$160.00	\$190.00	\$240.00	\$265.00	\$335.00
Enrolled Nurse	\$140.00	\$170.00	\$195.00	\$210.00	\$260.00
Services include: wound care, stoma care, catheter care, pain assessment and management, falls assessment, general health assessments, reviews, treating, monitoring, medication management & consumables, supplementary oxygen, clinical case management, education. Nursing assessments are a minimum three hours inclusive of travel time, reporting writing, referrals, etc.					
Therapy services	weekdays only				
Occupational therapy and Physiotherapy					\$220.00
Exercise Physiology					\$220.00
Therapy Assistants					\$165.00
Dietetics or Nutrition					\$220.00
Speech Pathology					\$230.00
Podiatry					\$205.00
Social Work					\$230.00
Remedial massage					\$180.00
Counselling or Psychotherapy					\$220.00
Care Management					
Coordinator/Care Partner	\$120.00	(\$30 per 15 mins)			
<i>All prices are per hour and exclude GST</i>					
One-way trips (1:1)	<i>Not available after hours.</i>				
Indirect - 1 km to 10 km	\$70.00	Direct - 31 kms to 45 kms		\$120	
Indirect - 11 km to 30 km	\$100.00	Direct - 46 kms to 60 kms		\$180	

Care management

Home support care management activities ensure that services contribute to the person's overall wellbeing e.g. care planning, service coordination, monitoring, review and evaluation, advocacy, and support and education.

There will be a 10% deduction from your ongoing budget for care management. It is pooled by Services Australia with the care management funding from all other participants receiving services from Continuum Care.

Third Party Vendors

Third party arrangements can be agreed between the customer, Continuum Care and the third party. Where there occurs, Continuum Care will include a 10% charge to cover costs associated with third-party related compliances.

Meal Delivery customers will continue to pay for the cost of raw food ingredients (30% of the cost for the meal).

Unspent funds

You are able to save some funding between quarters if you are receiving ongoing services. These accrued funds can be used to meet any of your unplanned needs. The amount you can carry over will be capped at \$1,000 or 10% of your quarterly budget, whichever is higher.

Assistive Technology and Home Modifications (ATHM) Scheme

You will need to have separate funding approved during an aged care assessment.

Those customers with a Home Care Package prior to 1/11/2025 will be able to utilise unspent funds.

When those funds are expended, approval by an Aged Care assessor will need to occur.

Administration and Coordination activities will be claimed from the person's ATHM funding. This includes liaising with suppliers, purchasing products and equipment, organising quotes, delivery etc.

Other information

The first visit will include a Home Safety Check.

Cleaning and support worker services are a minimum of one hour regardless of the appointment length.

Saturday rate applies midnight Friday to midnight Saturday and Sunday rate applies midnight Saturday to midnight Sunday. Overnight rates apply for a 12-hour shift.

The full service will be charged where Continuum Care has been notified of a cancellation within 24 hours of the scheduled service or where the customer turns the worker away upon arrival or when the customer is not at home at the scheduled time of the service. Full service will also be charged if the customer rejects a suitable competent alternate worker and therefore cancels the service with less than 24 hours' notice.

Costs of services such as entry fees, parking, rubbish disposal, etc. are the responsibility of the customer.

Continuum Care utilises the customer's own cleaning equipment and products.