

Price List for Support at Home Participants

Melbourne Regional

(Effective 1 April 2026)

Clinical Support

Services under the Clinical Support category attracts 0% participant contribution for all participants.

All rates are rates per hour and will be charged in 15-minute increments unless stated otherwise.

Service Type	Service ⁽¹⁾	Standard (8am-6pm)	Weekday non- standard	Saturday	Sunday	Public holiday
Nursing care	Registered nurse clinical care – Direct	\$200	\$228	\$292	\$340	\$400
	Registered nurse clinical care - Indirect	\$160	\$184	\$240	\$280	\$320

⁽¹⁾ Direct refers to face-to-face time. Indirect refers to documentation, recordkeeping, coordination, service planning and development.

Service Type	Service ⁽¹⁾	Travel ⁽²⁾	Standard
Allied health and therapy	Allied health assistance		\$200
	Podiatry – Direct (at clinic)(30min)		\$170 for 30mins
	Podiatry – Direct (at home)(30min)		\$190 for 30mins
	Podiatry – Indirect (30mins)		\$170 for 30mins
	Speech pathology		\$250
	Diet or nutrition – Direct		\$280
	Diet or nutrition – Indirect		\$250
	Physiotherapy – Direct (at clinic)(30min)		\$155 for 30mins
	Physiotherapy – Direct (at home) (30mins)	0-20km	\$190 for 30mins
	Physiotherapy – Direct (at home) (30mins)	20km & above	\$215 for 30mins
	Physiotherapy – Direct (at home) (45mins+)	0-20KM	\$275

	Physiotherapy – Direct (at home) (45mins +)	20km & above	\$310
	Physiotherapy – Direct (at home) – specialised care		\$320
	Physiotherapy – Indirect		\$250
	Exercise physiology – Direct (at home)		\$250
	Exercise physiology – Indirect		\$220
	Occupational therapy - Direct		\$310
	Occupational therapy - Indirect		\$250
	Hydrotherapy (include entry fee) with a physiotherapist (one-on-one)		\$270
	Gym (include entry fee) with a physiotherapist (one-on-one)		\$270
	Group Exercise – Physiotherapist		\$62
	Group Exercise – Exercise physiologist		\$30
	Group Exercise – Allied Health Assistant		\$50
Care Management	Home support care management		\$140
Restorative care management	Home support restorative care management		\$160
Nursing care	Nursing care consumables (Eg. prescribed skin emollients for management of skin integrity, oxygen consumables, disposable continence aids)		Receipt plus 10% admin fee
Nutrition	Nutrition supports		At cost

⁽¹⁾ Direct refers to face-to-face time. Indirect refers to documentation, recordkeeping, coordination, service planning and development.

⁽²⁾ One-way distance from Phillip Island Community and Learning Centre Inc (PICAL), 16 Warley Avenue, Cowes VIC 3922.

Independence

Participant contributions may be applicable for services under the Independence category.

All rates are rates per hour and will be charged in 15-minute increments unless stated otherwise.

Service Type	Service⁽³⁾	Travel⁽⁴⁾	Standard (6am-8pm)	Weekday non-standard	Saturday	Sunday	Public holiday
Home or community general respite	Flexible respite (in-home respite) – non-complex care needs		\$121	\$139	\$179	\$209	\$238
	Flexible respite (in-home respite) – complex care needs		\$129	\$148	\$191	\$223	\$254
Personal care	Assistance with self-care and activities of daily living – non-complex care needs		\$121	\$139	\$179	\$209	\$238
	Assistance with self-care and activities of daily living – complex care needs		\$129	\$148	\$191	\$223	\$254
	Assistance with the self-administration of medication		\$129	\$148	\$191	\$223	\$254
	Continence management (non-clinical) – non-complex care needs		\$121	\$139	\$179	\$209	\$238
Social support and community engagement	Accompanied activities <i>(Eg. Escorted medical appointments, escorted social activities. Excludes shopping assistance.)</i>	0-15km	\$129	\$146	\$184	\$212	\$239
		15-30km	\$144	\$160	\$199	\$226	\$254
		30-45km	\$159	\$176	\$214	\$242	\$269
		45-60km	\$174	\$191	\$229	\$256	\$284
	Cultural support <i>(Eg. Assistance in attending cultural and community events, accessing translating and interpreting services, referral pathways to advocacy and community organisations.)</i>	no travel	\$132	\$151	\$196	\$228	\$260
		0-15km	\$147	\$166	\$211	\$243	\$275
		15-30km	\$162	\$181	\$226	\$258	\$290
		30-45km	\$177	\$196	\$241	\$273	\$305
		45-60km	\$192	\$211	\$256	\$288	\$320
		Individual social support (companionship at home, respite facility, hospital)		\$121	\$139	\$179	\$209

	Digital education and support		\$121	\$139	\$179	\$209	\$238
	Assistance to maintain personal affairs		\$121	\$139	\$179	\$209	\$238

⁽³⁾ A minimum engagement of 2 hours per shift is required, which may comprise a combination of services.

⁽⁴⁾ Total distance travelled by care staff within the service.

Service Type	Service	Standard
Therapeutic services for independent living	Acupuncture (at clinic)	\$220
	Chiropractic – Direct (at clinic) (15mins)	\$105 for 15 mins
	Chiropractic – Direct (at clinic) (30mins)	\$160 for 30mins
	Chiropractic – Direct (at clinic) (45min+)	\$250
	Chiropractic - Indirect	\$250
	Remedial massage	\$220
	Osteopathy – Direct (at clinic)(30mins)	\$155 for 30mins
	Osteopathy – Direct (at clinic) (45min+)	\$275
	Osteopathy – Direct (at home) (30mins)	\$225 for 30mins
	Osteopathy – Direct (at home) (45min+)	\$315
Home or community general respite	Community and centre-based respite (Planned Activity Groups)	\$50
Transport	Indirect Transport (Eg. taxi or rideshare services. Cannot be used for holiday-related travel.)	Receipt plus 10% admin fee
Assistive technology and home modifications	Assistive technology & Home modifications (Item or home modification cost)	As invoiced
	Assistive technology administration	10% of the item, or \$500 whichever is lower
	Home modification coordination	15% of the total quoted cost of the home modification, or \$1500 whichever is lower

Everyday Living

Participant contributions may be applicable for services under the Everyday Living category.

All rates are rates per hour and will be charged in 15-minute increments unless stated otherwise.

Service Type	Service ⁽³⁾	Travel ⁽⁴⁾	Standard (6am-8pm)	Weekday non-standard	Saturday	Sunday	Public holiday
Domestic Assistance	General house cleaning		\$116	\$133	\$172	\$200	\$228
	Laundry services		\$116	\$133	\$172	\$200	\$228
	Shopping assistance (Escorted or unescorted)	0-15km	\$129	\$146	\$184	\$212	\$239
		15-30km	\$144	\$160	\$199	\$226	\$254
		30-45km	\$159	\$176	\$214	\$242	\$269
	45-60km	\$174	\$191	\$229	\$256	\$284	
Meals	Meal preparation		\$116	\$133	\$172	\$200	\$228

⁽³⁾ A minimum engagement of 2 hours per shift is required, which may comprise a combination of services.

⁽⁴⁾ Total distance travelled by care staff within the service.

Service Type	Service	Standard
Home maintenance and repairs	Assistance with home maintenance and repairs	\$120
	Gardening	\$110

Service Type	Service	Breakfast	Lunch/Dinner	Dessert/ side dish/ soup
Meals	Meal delivery ⁽⁶⁾	\$7.95	\$13.5	\$4.50

⁽⁵⁾ Fee per meal. The fee covers for the cost for meal preparation and delivery. The costs for ingredients will be billed directly to the participant from the meal provider, in accordance with Support at Home guidelines.

Notes:

- *All rates are rates per hour and will be charged in 15-minute increments, unless stated otherwise.*
- *All above prices are exclusive of GST.*
- *A minimum of 2 business days' notice is required for cancellation of a service, otherwise the full rate for the scheduled service is charged.*
- *Tasks within the service, including travel destinations, will be carried out as agreed and as outlined in the care plan. A minimum of 2 business days' notice is required for any changes.*
- *Care staff will require a 30-minute break for any services exceeding 5 hours. Staff cannot supervise or assist a client during their breaks. You will not be charged for the break time.*
- *A 10% care management fee is deducted from each participant's quarterly ongoing budget to support the coordination and oversight of care services. These funds are pooled within each service delivery branch to ensure equitable distribution and responsiveness to participants' needs. Restorative care management is deducted from the Restorative Care Pathway budget and is not included in this pooled 10% fee. Refer to the official Support at Home guidelines for further information.*
- *The previous package management fee, applicable under the Home Care Package program, has been removed. Administrative and overhead costs are now included within the service fees.*
- *Any changes to this Price List will be communicated.*
- *Refer to the Service Agreement for full terms and conditions. For details on the included or excluded services under the Support at Home program, please refer to the official Support at Home guidelines.*