

Comfort Care Group

Support at Home Service Price List

1st Nov 2025 – 30th June 2026

The Support at Home Program helps older Australians live safely and independently in their own homes for as long as possible. Comfort Care Group delivers high-quality, person-centred home care services that align with the Aged Care Quality Standards and the Support at Home Program Guidelines. Our pricing is structured in accordance with Department of Health and Aged Care requirements, ensuring transparency and fairness. Clients may be required to make an income-tested co-contribution, assessed by *Services Australia*. Financial hardship provisions are available for eligible clients who are unable to meet co-contribution requirements.

Support at Home Transition – Client Overview

Timeline & Participant Types

Timeline	Participant Type	Eligibility	Key Points for Clients
On or before 12 Sep 2024	Grandfathered Participants	Approved/Assessed for a Home Care Package by 12 Sep 2024	<ul style="list-style-type: none"> - Automatically transition to Support at Home (SAH) - Unspent funds carry over - HCP fees same or lower - HCP Level → “Transitioned HCP Level 1-4” (quarterly budget)
After 12 Sep 2024 – Before 1 Nov 2025	Transitional Participants	Approved/Assessed after 12 Sep 2024	<ul style="list-style-type: none"> - Required to contribute to services (unless hardship) - HCP Level → “Transitioned HCP Level 1-4” (quarterly budget)
On or after 1 Nov 2025	New Participants	Approved/Assessed for SAH on or after 1 Nov 2025	<ul style="list-style-type: none"> - Full application of SAH pricing, classifications, and service model - Required to contribute to services (unless hardship)

Contribution rates for grandfathered participants (on and before 12 Sep 2024)

Pension/Payment Status	Clinical Services	Independence Services	Everyday Living Services
Full Age Pensioner	0%	0%	0%
Part Pensioner	0%	Up to ~25% (0 - 25%)	Up to ~25% (0 - 25%)
Self-Funded Retiree	0%	25%	25%

Contribution rates for New Home support program (After 12 Sep 2024)

Pension/Payment Status	Clinical Services	Independence Services	Everyday Living Services
Full Age Pensioner	0%	5%	17.5%
Part Pensioner	0%	Up to ~50% (5% - 50%)	Up to ~80% (17.5% - 80%)
Self-Funded Retiree	0%	50%	80%

New - Support at Home (SAH) Classifications

Level 1 - Basic Care Needs

Provides entry-level support for day-to-day activities such as housework, meal preparation, and light gardening.

Level 2 - Basic Care Needs

Continues basic support for domestic tasks, meal preparation, and home maintenance to help maintain independence.

Level 3 - Low-Level Care Needs

Includes a mix of personal care, transport, shopping assistance, podiatry, and light exercise or mobility programs.

Level 4 - Low-Level Care Needs

Expands on Level 3 supports, providing regular personal care, allied health, and transport assistance for daily living.

Level 5 - Intermediate Care Needs

Supports more complex needs, including medication management, treatment support, allied health therapies, home modifications, and social engagement.

Level 6 - Intermediate Care Needs

Provides increased frequency and intensity of support, including health-related care, therapy programs, and mobility support.

Level 7 - High-Level Care Needs

For people with chronic or advanced conditions requiring frequent or daily visits. May include clinical care, wound management, and ongoing monitoring.

Level 8 - High-Level Care Needs

The highest level of home support, designed for clients needing comprehensive, daily assistance, coordination with multiple services, and close clinical oversight.

New Support At Home (SAH) Government Income Subsidies will apply from 01 November 2025

Classification	Quarterly Funded Budget	Annual Amount
1	~ \$2,750	~ \$11,000
2	~ \$4,000	~ \$16,000
3	~ \$5,500	~ \$22,000
4	~ \$7,500	~ \$30,000
5	~ \$10,000	~ \$40,000
6	~ \$12,000	~ \$48,000
7	~ \$14,500	~ \$58,000
8	~ \$19,500	~ \$78,000

Care Management (10%)

Under the Support at Home model, up to **10% of the client's quarterly care budget** is allocated to Care Management Services. This component ensures the ongoing coordination, monitoring, and review of supports to meet each client's evolving needs. This activity includes:

- Care Assessment and planning, service reviews, communication with health professionals, and ensuring compliance with the Aged Care Quality Standards.
- Advocacy and navigating the healthcare and aged care system and Providing guidance and support to you and your family
- Developing and reviewing your Support Plan
- Coordinating services across different providers

- Monitoring outcomes and adjusting your care as needed
- Transition Support between different level of care and residential aged care
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External Provider Invoices will incur a 10% Processing Fee.

In line with the Aged Care Commission’s guidelines, we will apply a 10% surcharge fee to process all external provider invoices for services delivered after 01 November 2025.

Comfort Care Group Services Pricing:

Clinical Services					
<i>Focuses on supporting participants’ overall health and wellbeing through professional and coordinated care.</i>					
	Weekdays (\$/hr) (6am – 8pm)	Weeknights (\$/hr) (8pm – 12pm)	Saturday (\$/hr)	Sunday (\$/hr)	Public Holidays (\$/hr)
Care Management	\$150	N/A	N/A	N/A	N/A
Registered nurse	\$160	\$175	\$210	\$235	\$270
Enrolled nurse	\$130	\$145	\$185	\$210	\$245
Nursing Assistant	\$115	\$125	\$135	\$145	\$165
Allied health and other therapeutic services	\$220	N/A	N/A	N/A	N/A
Allied health therapy assistant	\$160	N/A	N/A	N/A	N/A
Counselling or Psychotherapy	\$225	N/A	N/A	N/A	N/A
Dietitian or Nutritionist	\$280	N/A	N/A	N/A	N/A
Exercise physiologist	\$220	N/A	N/A	N/A	N/A
Hydrotherapy Physio	\$290	N/A	N/A	N/A	N/A
Occupational therapy	\$240	N/A	N/A	N/A	N/A
Physiotherapist	\$250	N/A	N/A	N/A	N/A
Podiatrist	\$250	N/A	N/A	N/A	N/A
Psychologist	\$320	N/A	N/A	N/A	N/A
Social worker	\$240	N/A	N/A	N/A	N/A
Speech Pathologist	\$320	N/A	N/A	N/A	N/A
Restorative Care Management	\$170	N/A	N/A	N/A	N/A
Note: *Invoices by Allied health professional or specialist including reports or without specification of hourly rate, then we take cost to sale Ratio will be applied. Specialist continence visit as per request will apply similar cost to sale ratio as above. But any consumable cost pads requested will apply 10% charge on invoice from suppliers.					

Independence Support

Help Participants maintain or regain their ability to live independently and stay active in their community.

	Weekdays (\$/hr) (6am - 8pm)	Weeknights (\$/hr) (8pm - 12pm)	Saturday (\$/hr)	Sunday (\$/hr)	Public Holidays (\$/hr)
Personal care	\$95	\$105	\$125	\$145	\$160
Assistance with self-Administration of medication	\$95	\$105	\$125	\$145	\$160
Continence management (non-clinical)	\$95	\$105	\$125	\$145	\$160
Social support and Community engagement	\$95	\$105	\$125	\$145	\$160
Cultural Support	\$95	\$105	\$125	\$145	\$160
Digital Education and Support	\$90	\$95	\$120	\$140	\$150
Assistance to maintain Personal Affairs	\$95	\$105	\$125	\$145	\$160
Expense to maintain Personal Affairs	\$95	\$105	\$125	\$145	\$160
Direct Transport (15km per trip)*	\$20 per trip	N/A	N/A	N/A	N/A
Remedial Masseuse	\$220	N/A	N/A	N/A	N/A
Osteopathy	\$220	N/A	N/A	N/A	N/A
Chiropractics	\$180	N/A	N/A	N/A	N/A
Respite	\$95	\$105	\$125	\$145	\$160
Transport	\$95	\$105	\$125	\$145	\$160

Note: *Direct transport might change as per your request(>15km) and fees might be subject to change. All other indirect transport services (Taxi or Uber) 10% charge applies to facilitate those services. Any other invoices from suppliers 10% charge on the cost will be applied to cover cost of administration.

Everyday Living Support

Focuses on assisting participants with daily activities to maintain comfort and safety at home

	Weekdays (\$/hr)	Weeknights (\$/hr)	Saturday (\$/hr)	Sunday (\$/hr)	Public Holidays (\$/hr)
Domestic Assistance / Cleaning	\$95	\$105	\$125	\$145	\$160
Laundry Services	\$95	\$105	\$125	\$145	\$160
Shopping Assistance	\$95	\$105	\$125	\$145	\$160
Home Maintenance and Repairs	As per the assessment and quoted				
Gardening	\$90	N/A	N/A	N/A	N/A
Professional Cleaning*	\$100	N/A	N/A	N/A	N/A
Meal Preparation	\$95	\$105	\$125	\$145	\$160
Meal Delivery - Per Meal (Varies)**	\$15	N/A	N/A	N/A	N/A

Note: * Deep cleaning requested will be applied under professional cleaning and those fees applies.
 ** Meals delivered varies depending on the order of the size and type of the meal as requested.
 *** Any invoice of expenses of maintenance from supplier 10% on the invoice will be applied.