

Support at Home – pricing schedule

As at 1 July 2026

Under the Support at Home program, we offer a wide range of quality nursing, allied health, personal care, and support services to help people live positively and improve their health, well-being and independence.

We offer Clinical, Independence and Everyday Living services based on your needs, your assessed eligibility and budget.

Clinical services

We can provide nursing and specialised clinical care including dementia care, diabetes support, continence management, medication management, wound management, and stoma care. Our team of highly skilled nurses and allied health professionals can help you optimise your health, strength, and function.

Nursing Care	Rates				
	Standard	Evening	Saturday	Sunday	Public Holiday
Registered nurse	\$189	\$233	\$283	\$330	\$471
Registered nurse (insulin and meds, 30 mins)	\$126	\$154	\$187	\$218	\$310
Registered nurse (consultant)	\$202	\$250	N/A		
Enrolled nurse	\$157	\$194	\$235	\$274	\$391
Enrolled nurse (insulin and meds, 30 mins)	\$126	\$154	\$187	\$218	\$310
Nursing assistant	\$126	\$154	\$187	\$218	\$310
Nursing care consumables	Market rate - e.g. \$60 per pack 14 continence pads				

Allied Health and Nutrition	Standard	Evening	Saturday	Sunday	Public Holiday
Physiotherapist (individual)	\$235	N/A			
Occupational therapist					
Podiatrist	\$241	N/A			
Dietitian	\$230	N/A			
Exercise physiologist (individual)					
Social worker					
Speech pathologist					
Counsellor or psychotherapist					
Allied health therapy assistant	\$153	N/A			
Psychologist	\$251	N/A			
Physiotherapist (group)	\$59	N/A			
Exercise physiologist (group)					
Prescribed nutrition	Market rate - e.g. \$5.70 per nutritional drink				

Rates

	Standard	Evening	Saturday	Sunday	Public Holiday
Telehealth and Virtual Care					
Registered nurse	\$182	\$225	\$273	\$318	\$455
Registered nurse (consultant)	\$202	\$250	N/A		
Enrolled nurse	\$150	\$185	\$225	\$263	\$375
Physiotherapist (assisted)	\$235	N/A			
Occupational therapist (assisted)					
Physiotherapist (unassisted)	\$187				

Independence services

We offer essential personal care, therapeutic, and social support services designed to enhance your independence and optimise your well-being. We will work with you to understand what matters most, so you can stay connected with your community.

Rates

	Standard	Evening	Saturday	Sunday	Public Holiday
Personal Care					
Assistance with self-care and activities of daily living	\$126	\$154	\$187	\$218	\$310
Assistance with the self-administration of medication					
Continence management					

Social Support and Community Engagement	Standard	Evening	Saturday	Sunday	Public Holiday
Group social support	\$58				
Individual social support	\$112	\$139	\$170	\$199	\$286
Accompanied activities					
Assistance to maintain personal affairs					
Individual social support (telehealth)	\$99	\$122	\$148	\$173	\$247
Digital education and support	Market rate - e.g. \$120 per hour				
Cultural support	Market rate - e.g. \$112 per hour				
Expenses to maintain personal affairs	Market rate - e.g. \$40 per month (mobile plan)				

	Standard	Evening	Saturday	Sunday	Public Holiday
Respite					
Flexible respite	\$112	\$139	\$170	\$199	\$286
Centre-based respite	\$35	N/A			
Overnight respite (active)	N/A	\$138	\$227	\$265	\$378

	Standard	Evening	Saturday	Sunday	Public Holiday
Therapeutic Services for Independent Living					
Chiropractor	\$209	N/A			
Acupuncturist					
Osteopath	\$199				
Remedial masseuse	\$189				

Transport	Rates				
	Standard	Evening	Saturday	Sunday	Public Holiday
Direct transport (per trip, <10km)	\$45	\$55	\$67	\$78	\$111
Direct transport (per trip, >10 - 20km)	\$65	\$80	\$97	\$113	\$161
Direct transport (per trip, >20 - 30km)	\$97	\$120	\$145	\$169	\$241
Direct transport (per trip, >30 - 40km)	\$168	\$207	\$251	\$293	\$418
Indirect transport (per trip)	Market rate - e.g. \$40 per taxi trip				

Everyday Living services

We can make life a little easier by completing or assisting with day-to-day tasks including home cleaning, laundry and ironing, home maintenance, and repairs as well as meal preparation and support.

Domestic Assistance	Rates				
	Standard	Evening	Saturday	Sunday	Public Holiday
General house cleaning	\$112	\$139	\$170	\$199	\$286
Laundry services					
Shopping assistance					

Home Maintenance and Repairs	Standard	Evening	Saturday	Sunday	Public Holiday
Gardening	\$113	N/A			
Assistance with home maintenance and repairs	Market rate - e.g. \$110 per hr				
Expenses for home maintenance and repairs	Market rate - e.g. \$150 per job (materials only)				

Meals	Rates				
	Standard	Evening	Saturday	Sunday	Public Holiday
Meal preparation	\$112	\$139	\$170	\$199	\$286
Meal delivery (per meal)	Market rate - e.g. \$9.35 per meal				

Care management

Under the Support at Home program, you will work with a dedicated Care Partner to create a care plan based on your needs, goals, and interests. They'll get to know what's important to you, help you choose your services, consult with your supporter (if you wish), and update your budget as needed. They'll check in with you regularly to make sure your care plan is meeting your needs.

For ongoing services, the Australian Government automatically sets aside 10% of your quarterly budget. For end of life and restorative care the below prices will apply for care management activities.

Care management hourly rate	
Ongoing services	\$155
Restorative care	\$185
End of Life	\$185

Contribution rates

Your contribution rate is determined by the Government (Services Australia). It is based on the type of service you wish to receive, your pension status as well as your income and asset assessment. You will need to pay contributions at your assessed rate for services received from the Everyday Living and Independence categories. You do not need to pay any contribution towards services received from the Clinical category.

Self-management

We have a range of trusted contractors for you to choose from, or with help and advice from your Care Partner, you can choose your own. If you choose your own supplier any related charges will be outlined in your budget.

Assistive technology and home modifications (ATHM)

We can help organise equipment, assistive technology, and home modifications to support your comfort and safety at home. We charge administration fees to cover the cost of assistive technology activities such as liaising with suppliers and arranging product delivery. This fee is calculated at 10% of the total cost of the item (or bundle), capped at \$500 (whichever is lower). To cover the costs of home modification activities, we charge a coordination fee equal to 15% of the total quoted home modification costs capped at \$1,500 (whichever is lower).

Regardless of your assistive technology and home modification needs, our expert team of Care Partners will ensure a smooth and coordinated experience and will work with you to confirm and agree prices before purchasing.

Notes:

- This pricing schedule should be read together with your Agreement with us.
- All rates are displayed per hour, except for nursing (insulin and meds, 30 mins), meal delivery (per meal), and direct or in transport (per trip).
- Rates are exclusive of GST.
- Hourly rates are inclusive of employee wages, supplier charges, and indirect costs.
- Our standard hours are 6am-6pm (Mon-Fri).
- Notification of any cancellation must be received at least two business days prior to the commencement of the service otherwise full fees will be incurred.
- You may be eligible for hardship assistance to pay for contributions. We can help you to apply for this assistance.
- Telehealth and virtual services may be offered where clinically appropriate.
- Some services (or consumables) will be charged based on their actual costs. These include services where a 'market rate' has been listed. Their prices will vary between clients and over time based on client needs, preferences, service availability, trip length, duration and other industry parameters (such as taxi surge pricing).
- We may adjust fees from time to time and will agree the price of services or consumables by mutual consent, following consultation with you.
- Last updated 22/09/2026