

Our prices, in plain English

Support at Home Program · All prices GST-free and within the Australian Government's Support at Home price caps

Three things to know before you read the tables

- 1. The hourly rate is everything.** Labour, travel, administration and technology are all inside the price. There is no platform fee, package-management fee, operational fee or invoice-handling fee.
- 2. Your rate falls as your needs grow.** The more of your funded budget you use, the lower your hourly rate. You are never charged more than the Standard price.
- 3. Nursing and clinical care costs you nothing.** Nursing, physiotherapy, occupational therapy, podiatry and the rest are \$0 to you. They are paid from your government funding.

1 Which rate applies to you

Your hourly rate for Independence and Everyday Living services depends on how much of your funded budget you use on care.

Standard

You use under 60% of your budget

\$130 /hr

OUR PUBLISHED MAXIMUM

Saver

You use 60–80% of your budget

\$115 /hr

ABOUT 11.5% LESS

Maximiser

You use 80% or more of your budget

\$102 /hr

ABOUT 21.5% LESS

This is a reward, not a penalty

Standard is our published maximum. You are never charged more than it, whatever your tier — the tiers only ever take the price down.

People who use most of their funded budget are usually the people who need the most support. Lowering the hourly rate for them means the same funding buys more hours of care, at the time in their life when more care is what they need. **We price around your needs, not your spending.**

We review your budget every month, not just at your quarterly review. If your needs increase and your use goes up, we can move you to the lower rate during the quarter rather than making you wait for the next one. You never have to apply or ask.

Your tier is set from how much of your budget you used over the previous three months, applied under the same written rule to every client, and confirmed at each quarterly care review. If your care plan means you will be using 80% or more of your budget, tell us and we can start you on Maximiser straight away.

2 Personal care and support

Support that helps you stay independent at home. Charged per hour.

Service	Standard	Saver	Maximiser	You pay
Personal care and self-care	\$130	\$115	\$102	\$0

Service	Standard	Saver	Maximiser	You pay
Help with medications	\$130	\$115	\$102	5%
Social support — one to one	\$130	\$115	\$102	5%
Social support — in a group	\$130	\$115	\$102	5%
Respite — community and flexible	\$130	\$115	\$102	5%
Allied health assistance (non-clinical)	\$130	\$115	\$102	5%
Help to manage personal affairs	\$130	\$115	\$102	5%

Personal care moves to \$0 for you from 1 October 2026 — the same day this schedule takes effect. The percentages shown are what a full-pension client contributes; the government subsidy pays the rest, up to your assessed budget.

3 Everyday living

Keeping the house running. Charged per hour, except meal delivery which is charged per meal.

Service	Standard	Saver	Maximiser	You pay
House cleaning	\$130	\$115	\$102	17.5%
Laundry	\$130	\$115	\$102	17.5%
Shopping assistance	\$130	\$115	\$102	17.5%
Gardening	\$130	\$115	\$102	17.5%
Home maintenance and repairs	\$130	\$115	\$102	17.5%
Meal preparation	\$130	\$115	\$102	17.5%
Meal delivery (per meal)	\$35	\$30	\$25	17.5%

Meal delivery prices are unchanged. It is the one service charged per item rather than per hour, and it carries the largest tier discount — \$35 a meal on Standard, \$25 on Maximiser.

4 Nursing and clinical care — \$0 to you

Fully funded by the Australian Government under Support at Home. These rates are drawn from your budget and you contribute nothing. They are flat rates, so the tiers do not apply. Prices are unchanged.

Service	Rate per hour	You pay
Registered Nurse	\$185	\$0
Enrolled Nurse	\$150	\$0
Nursing Assistant	\$135	\$0
Care management — clinical	\$185	\$0
Care management — non-clinical	\$140	\$0
Restorative care management	\$170	\$0

Service	Rate per hour	You pay
Telehealth (per session)	\$175	\$0

5 Allied health — \$0 to you

Also fully funded and also \$0 to you. Every visit includes assessment, treatment planning, progress reporting and the clinician's travel, at no extra charge.

Service	Rate per hour	You pay
Physiotherapy	\$286	\$0
Occupational therapy	\$275	\$0
Podiatry	\$279	\$0
Exercise physiology	\$210	\$0
Psychology	\$310	\$0
Dietetics	\$300	\$0
Speech pathology	\$310	\$0

Exercise physiology, psychology, dietetics and speech pathology were previously published together as a single range of \$205–290. Each now has its own published price. Clinical consumables are charged at cost and shown separately on your statement.

6 Care management

The Government sets aside **up to 10% of your total budget** for care management. This is part of your funding, not an extra fee, and it does not reduce the money available for your care.

It pays for the work behind the scenes: building your care plan, rostering every visit, quarterly reviews, telehealth check-ins, monthly budget reviews, speaking with your GP and hospitals, and the record-keeping the Aged Care Act 2024 requires.

Gratitude charges \$140 per hour for care management, capped at that 10%. Your contribution is \$0. This price is unchanged.

Where your budget goes

- 90%** — your direct care: personal care, nursing, allied health, everyday living.
- 10%** — care management: planning, scheduling, coordination, reviews, telehealth.

Monthly budget reviews are part of care management. We watch your spending and your utilisation tier every month so you get the benefit of a lower rate during the quarter, not after it. If you self-manage and engage your own providers, a 10% invoice-processing fee applies to those invoices and is itemised on your statement.

7 Transport and other services

Transport is charged per one-way trip, not per kilometre, so the price does not change with traffic or a longer route. Prices are unchanged.

Service	Rate	You pay
Transport — up to 20 km (one-way trip)	\$65	17.5%
Transport — 21 to 50 km	\$120	17.5%

Service	Rate	You pay
Transport — over 50 km	\$215	17.5%
Taxi or rideshare arranged for you	Cost + 10%	17.5%
Assistive technology and home modifications	Per quote	Varies
Nursing consumables and products	At cost	Varies

The trip price already covers your support worker's time, the vehicle and the coordination behind it. Tolls and parking at your destination are passed on at cost.

8 Using a provider you arrange yourself

You can bring in your own supplier for some things. Your budget is charged what they charge, plus a registered-provider fee set by the Support at Home Manual. These fees are unchanged.

What you arrange	What is charged to your budget
Home modifications	The approved cost of the modification plan, plus 15% or \$1,500 — whichever is lower
Assistive technology	The approved cost of the item, plus 10% or \$500 — whichever is lower
Nursing consumables	The supplier's price, plus 10%
Taxi or rideshare vouchers	The transport provider's price, plus 10%
Pre-prepared meals	The meal provider's price, plus 10%

Assistive technology and home modifications are approved against your care plan and the Support at Home Service List before anything is purchased.

9 Special pathways

Restorative Care Pathway

A goal-focused rehabilitation program lasting up to 12 weeks, and extendable. Restorative care management is \$170 per hour, inside the 10% care management cap. Allied health is charged at our standard clinical rates, \$0 to you. Your tier continues to apply to everything else.

End-of-Life Pathway

Specialised palliative support, with additional government funding of up to \$25,000 available. Care is delivered at the same all-inclusive rates with priority coordination. Clinical and nursing care remain \$0 to you.

Moving from a Home Care Package

If you hold a Home Care Package and are transitioning to Support at Home, you keep your existing level and funding and receive exactly the same rates shown in this schedule. Same services, same carers, no entry fee and no exit fee. We handle the paperwork with My Aged Care. There is no dual pricing and no transition penalty.

10 Things that can change what you pay

Everything in this section is about price. Your full terms and conditions are set out separately in your Service Agreement.

When	What happens to the price
Weekends, public holidays and outside standard hours	Higher rates apply, in line with the SCHADS Award and the Nurses Award. Afterhours (Mon–Fri 8pm–6am) +15%, Saturday +40%, Sunday +80%, public holidays +120%. Where a shift runs into a penalty period, the whole shift is charged at the higher rate.
You cancel with less than 24 hours' notice	Up to 100% of the service fee may be charged, in line with the Support at Home Program Rules.
A service falls on a public holiday	It proceeds as rostered unless you tell us in advance you would like to reschedule. With no notice, the public holiday rate applies.
You need complex care	Higher prices may apply where care involves high clinical needs, specialised equipment, behavioural support or additional staffing. Complex care pricing is confirmed with you in writing before services start.
You want the same worker every visit	An optional Value Premium of \$12–15 per hour is available. It is opt-in, and it never affects your access to services if you do not take it.
We change a price	You are notified in writing at least 14 days beforehand. The change is updated in My Aged Care and in your Service Agreement.

Effective 1 October 2026. This schedule replaces version 3.4 dated 1 September 2026. All prices are GST-free and sit within the Australian Government's Support at Home price caps. Prices published here are indicative — your final fees and charges are confirmed in your Service Agreement and must align with your care plan and budget.

Support at Home funding can only be used for items and services on the official Support at Home Service List. It cannot be used for excluded costs under the Aged Care Act 2024, for example rent, mortgage payments, entertainment, alcohol, utilities or general household bills. All services, including any administration or handling fees, are itemised on your monthly statement.

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