

Support at Home Price Guide

Flexible Pricing Options: Fully Managed | Self-Managed | Hybrid

Current as of 1 March 2026



We know that navigating home care can sometimes feel a little overwhelming. That’s why we’ve created this guide – to help you feel confident and informed about the services and supports available through the Support at Home program.

At Freewave, we believe in being fair and transparent in pricing. This guide outlines our **Fully Managed service rates**, which include the coordination, scheduling, quality oversight and administrative support provided by our team.

We also offer **flexible service management options**, including **Self-Managed services or a combination of Fully Managed and Self-Managed supports**, allowing you to choose the approach that best suits your needs and budget.

Your Care Partner will always discuss these options with you so you can decide what works best for your situation.

Your wellbeing and independence are what matter most to us. We’re here to support you every step of the way, making home care simpler, easier and tailored to your needs.

Service Management Options

Freewave offers flexible service management options, allowing you to choose how your services are delivered – fully managed by Freewave, self-managed by you, or a combination of both.

Fully Managed Services Gives you peace of mind	Self-Managed Services Gives you greater control	Hybrid (Flexible Combination) Gives you full flexibility
<ul style="list-style-type: none"> • Complete care coordination for total peace of mind. • Personalised care planning, coordination and scheduling. • Support workers sourced, scheduled and managed by Freewave. • Quality oversight, compliance and service coordination managed for you. • Budget monitoring and administration handled by our team. <p>Fee: Rates listed in this Price Guide.</p>	<ul style="list-style-type: none"> • For clients who prefer greater flexibility and control. • You select and coordinate your own support workers or providers. • Approved providers submit invoices to Freewave for payment processing. • All services must be agreed in advance and align with the client’s care plan and available budget. • Freewave processes provider payments and maintains budget oversight. <p>Fee: Provider invoice + 10% administration fee*</p> <p><i>Subject to Freewave provider compliance and invoice verification.</i></p>	<ul style="list-style-type: none"> • The best of both worlds. • A combination of self-managed and fully managed services. • You decide which services you organise yourself and which you would like Freewave to manage. • Different services can be managed in different ways depending on your needs. • Allows you to tailor how your care is managed. • This can change over time as your needs evolve. <p>Fee: Applicable rates depending on service type*</p>

Note: All prices listed in this schedule apply to Fully Managed services provided or coordinated by Freewave Aged Care.

EVERYDAY LIVING

Domestic Assistance

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
General house cleaning	Per hour	\$117	\$138	\$165	\$193	\$275
Laundry services	Per hour	\$117	\$138	\$165	\$193	\$275
Shopping assistance	Per hour	\$117	\$138	\$165	\$193	\$275

Home Maintenance and Repairs

Available Mon - Fri 7am - 4pm

Service	Price unit	Mon-Fri
Light gardening	Per hour	\$130
Assistance with home maintenance and repairs	Per hour	\$130
Expenses for home maintenance and repairs	Quoted on a per item or per job basis*	

Meals

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Meal preparation	Per hour	\$117	\$138	\$165	\$193	\$275
Meal delivery	Per meal	Quoted individually*				

INDEPENDENCE SERVICES

Personal Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	Per hour	\$117	\$138	\$165	\$193	\$275
Assistance with the self-administration of medication	Per hour	\$117	\$138	\$165	\$193	\$275
Continence management (non-clinical)	Per hour	\$117	\$138	\$165	\$193	\$275

Social Support and Community Engagement

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Individual social support	Per hour	\$117	\$138	\$165	\$193	\$275
Accompanied activities (up to 25km from your home)	Per hour	\$140	\$176	\$210	\$246	\$350
Accompanied activities (over 25km from your home)	Per trip	Quoted individually				
Cultural support	Per hour	\$117	\$138	\$165	\$193	\$275
Digital education and support	Per hour	\$117	\$138	\$165	\$193	\$275
Assistance to maintain personal affairs	Per hour	\$117	\$138	\$165	\$193	\$275
Expenses to maintain personal affairs	Per item	Quoted on a per item basis*				

Respite Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Respite care - individual	Per hour	\$117	\$138	\$165	\$193	\$275
Respite care - group/community	Per hour	\$35				
Sleepover respite care in-home [^]	Per hour	\$70	\$70	\$70	\$70	\$70

[^] Must be scheduled continuous with a shift (either before or after the sleepover) and must be a minimum of 4 hours in total.

Transport

Safe, assisted door-to-door transport with care worker and vehicle provided

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Direct transport - local (0-10kms)	Per trip	\$111	\$139	\$166	\$194	\$222
Direct transport - short (11-20kms)	Per trip	\$122	\$153	\$183	\$214	\$244
Direct transport - medium (21-30kms)	Per trip	\$132	\$165	\$198	\$231	\$264
Direct transport - extended (more than 30kms)	Per trip	Quoted individually				
Indirect transport (wheelchair assisted vehicle, taxi or rideshare service vouchers)	Per trip	Quoted individually*				

Therapeutic Services for Independent Living

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Acupuncturist	Per hour	\$180	\$225	\$270	\$315	\$450
Chiropractor	Per hour	\$180	\$225	\$270	\$315	\$450
Diversional Therapist	Per hour	\$180	\$225	\$270	\$315	\$450
Remedial Masseuse	Per hour	\$180	\$225	\$270	\$315	\$450
Art Therapist	Per hour	\$200	\$250	\$300	\$350	\$500
Osteopath	Per hour	\$200	\$250	\$300	\$350	\$500

Assistive Technology and Home Modifications (AT-HM)

Assistive technology and home modifications are quoted on a per item basis.

For assistive technology purchases, we charge a provider administration fee of **up to 10%**.

For home modification purchases, we charge a provider coordination fee of **up to 15%**.

CLINICAL SUPPORTS

Nursing Care

Service	Price unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Registered Nurse [^]	Per hour	\$195	\$243	\$292	\$341	\$487
Registered Nurse (telehealth)	Per hour	\$165	\$207	\$247	\$289	\$412
Enrolled Nurse	Per hour	\$180	\$226	\$270	\$316	\$450
Nursing Assistant	Per hour	\$120	\$150	\$180	\$210	\$300
Nursing care consumables	Per item	Quoted on a per item basis*				

[^] Telehealth available pro-rata as 15- and 30-minute service bookings.

Allied Health and other therapeutic services

Available Mon - Fri 9am - 5pm

Service	Price unit	In-home	Telehealth/ Clinic
Allied Health Therapy Assistant	Per hour	\$180	\$150
Counsellor or Psychotherapist	Per hour	\$240	\$240
Dietitian or Nutritionist	Per hour	\$240	\$210
Exercise Physiologist	Per hour	\$240	\$210
Music Therapist	Per hour	\$240	\$210
Occupational Therapist	Per hour	\$240	\$210
Physiotherapist	Per hour	\$240	\$210
Podiatrist	Per hour	\$240	\$210
Psychologist	Per hour	\$240	\$240
Social Worker	Per hour	\$240	\$210
Speech Pathologist	Per hour	\$240	\$210
Prescribed nutrition	Per item	Quoted on a per item basis*	

Care Management

Care management for Support at Home services is **\$130.00 per hour**

Available Mon - Fri 9am - 5pm

Clinical, Restorative and End-Of-Life Care Management

Care management for clinical, restorative and end-of-life care services is **\$195.00 per hour**

Available Mon - Fri 9am - 5pm

Minimum Service Charge: All visits are based on a minimum of one hour at the applicable hourly rate, excluding medication support and telehealth. If your care or nursing service extends beyond the scheduled time, the additional time will be charged in 15-minute increments.

Cancellation Fees: If you need to cancel, please let us know at least 48 hours before your scheduled service. Late cancellations will incur a fee equal to the scheduled service time, unless agreed otherwise.

Clinical Supports Services: Allied health and other therapeutic services and nursing services may include attending case conferences, monitoring and reviewing care plans, organising referrals, or liaising with equipment suppliers to make sure your care stays coordinated.

***Self-Managed and Third-Party Services:** Clients may choose to arrange services directly with an external provider. Where Freewave processes payment for a Self-Managed service, the following conditions apply:

- Services must be agreed in advance and align with the client's care plan and available budget.
- The cost charged to your Support at Home budget will be the provider's invoice plus a 10% administration fee.
- The provider must meet Freewave's compliance and insurance requirements.
- Invoices must be submitted to accounts@fwac.com.au for payment.
- Your Care Partner will confirm all costs before services are arranged.

Additional costs: Any extra costs such as parking, tolls, entertainment, or other expenses incurred in providing your care are the responsibility of the client.