

Support at home Charge Details

category	service items	price	
Care Management fees	Support at home Care Management	Level 1-8	10% of government funding
Nursing Services	Home visits by nurses, wound management, catheter replacement, post-operative care, drug administration, etc.	Weekday	Monday to Friday
		0600-2000	\$169.50/hour
		2000-2359	\$169.50/hour + \$95 (afternoon shift allowance)
		0000-0600 (overnight)	\$169.50/hour + \$119 (night shift allowance)
		weekend	Saturday
		0600-2000	\$250/hour
		2000-2359	\$250/hour + \$95 (afternoon shift allowance)
		0000-0600 (overnight)	\$250/hour + \$119 (night shift allowance)
		weekend	Sunday
		0600-2000	\$291.20/hour
		2000-2359	\$291.20/hour + \$95 (afternoon shift allowance)
		0000-0600(overnight)	\$291.20/hour + \$119 (night shift allowance)
		*Public Holiday	\$333.20/hour + Afternoon shift rates/Sleepover Allowance (if applicable)
Community Support Services	Personal care (bathing, etc.), Medical appointment, Shopping buy groceries, Meal preparation, etc.	Weekday	Monday to Friday
		0600-2000	\$73.80/ hour
		2000-2359	\$83 / hour (Afternoon shift)
		0000-0600 (overnight)	\$84.85/hour+ \$80(Sleepover Allowance)
		weekend	Saturday
		0600-2000	\$111.10/ hour
		2000-2359	\$124.95/ hour (Afternoon shift)
		0000-0600 (overnight)	\$127.70/ hour + \$80(Sleepover Allowance)
		weekend	Sunday
		0600-2000	\$129/ hour
		2000-2359	\$145.20/hour (Afternoon shift)
		0000-0600 (overnight)	\$148.30/ hour +\$80(Sleepover Allowance)
		*Public Holiday	\$147/hour + Afternoon shift rates/Sleepover Allowance (if applicable)
Exit Fees	Changing to another provider	Eicare does not charge any exit fees. A written notice, signed by the client and agreed upon by both parties, is required to confirm the service end date.	

Allied healthcare	Physiotherapy, Occupational Therapy, Nutritionist, Foot therapist, Chiropractor, etc	If necessary, consult a care manager
Change of service hours or cancellation of service		<ul style="list-style-type: none"> • Failure to notify within 24 hours prior to the start of the service will result in a full-service fee. • If urgent service is required within 24 hours, an additional \$40(Monday-Friday)/\$70(days other than Monday - Friday) overtime will be included in addition to the hourly service fee.
Telephone consultation	Changes in hours of service, health care consultations	Free
Taxi Card	Taxi Card Deposit	\$200 (This will be refunded when client discharge) +\$7.50 per card (non-refundable, as charged by the taxi company)
Mileage	Mileage Fee	1.3 \$/Km
Per service	Minimal hours	2 hours

*Relevant service charges will be reviewed and adjusted annually according to market changes.

Eicare (Service Provider) and you (the Participant) agree on the service rates for third-party workers. These costs will be deducted from your Support at Home budget. The final rate will take into account the 10% administrative fee cap and whether GST applies. Service rates for third-party providers generally include GST.

Participants are responsible for paying a portion of the costs for non-clinical services provided by third parties. The contribution amount will depend on the type of service and your aged care status.

Based on your income assessment or Means Test, you may be required to pay a contribution towards the services and products you receive. This rate is determined by Services Australia, and you will be notified of the applicable amount directly by mail.

Reimbursement and Participant Contributions

Participant contributions apply to all services under the *Independence and Daily Living* category. Services under the *Clinical Support* category do not require a contribution, as these are fully funded by the Australian Government.

The total amount payable at the time of purchase includes both the government subsidy and your personal contribution (if applicable).

Eicare will work with you to confirm and record your contribution obligations.

Eicare will also, in line with the regular billing cycle, provide you with an itemised statement showing the total service reimbursement and your contribution amount.

Effective from November 01, 2025