

GOCSA Community Care Services

Support at Home Program (SaH)

Standard Services & Fees as of 1 July 2026

Please note: All rates exclude GST.



EVERYDAY LIVING Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their home. A higher co-contribution may be required.		Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Domestic Assistance						
- General house cleaning – essential light cleaning - Laundry services	Hourly rate	\$120	\$145	\$175	\$200	\$250
Shopping assistance (incl 20 kms travel)	Hourly rate	\$145	\$175	\$205	\$240	\$285
Meals						
Meal preparation	Hourly rate	\$120	\$145	\$175	\$200	\$250
Meal delivery (pre-prepared)	Per meal	\$25	Self-managed via an Associate/third-party provider, excluding the groceries component. Pricing depends on third-party service delivery costs and may vary.			
Home Maintenance and Repairs						
Gardening – essential light gardening	Hourly rate	\$140				
Assistance with home maintenance and repairs	Hourly rate	\$150				
Expenses for home maintenance and repairs	As per Quote – Cost varies based on third party expense cost. (incl. actual cost plus 10% to cover our support in managing the service)					
INDEPENDENCE Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently. A moderate co-contribution may be required.		Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Personal Care						
- Assistance with self-care and activities of daily living - Assistance with the self-administration of medication - Continence management (non-clinical)	Hourly rate	\$120	\$145	\$175	\$200	\$250
Home or Community General Respite						
Flexible respite	Hourly rate	\$120	\$145	\$175	\$200	\$250
		Initial		Standard		Extended
Therapeutic Services for Independent Living						
Remedial massage	Hourly rate	\$270		\$195		\$230

INDEPENDENCE

Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently. A moderate co-contribution may be required.

Social Support and Community Engagement - Individual social support - Cultural support - Digital education and support - Assistance to maintain personal affairs	Hourly rate	\$120	\$145	\$175	\$200	\$250
Accompanied activities (incl 20 kms travel)	Hourly rate	\$145	\$175	\$205	\$240	\$285
Group social support	Per session	\$135				
Transport Group and individual transport assistance. Transport is charged per one-way trip. Direct transport (driver and car provided) Direct Transport services include a staff member and vehicle time.	Standard Hours (Monday to Friday)					
Transport (0-10kms)	Per trip	\$60				
Transport (11-20kms)	Per trip	\$90				
Transport (21-30kms)	Per trip	\$120				
Transport (30-60kms)	Per trip	\$200				
Transport (>60kms)	Per trip	Negotiable				
Indirect transport (taxi and ride share) Indirect Transport services include taxi and ride share services.	Per trip	Self-managed via an Associate/third-party provider. Pricing depends on third-party service delivery costs and may vary. (incl. actual fare cost plus 10% to cover our support in managing the service)				
Assistive Technology (Equipment and products) - Assistive technology prescription and clinical support - Communication and information management products - Domestic life products - Managing body functions - Mobility products - Self-care products	Through the AT-HM Scheme, you can access tailored equipment and make changes to your home that support your wellbeing. Prescription and wrap-around services will be at the appropriate Allied Health or other Therapeutic services price. We will provide you with a quote based on your circumstances. Once agreed with your Care Partner, it will be added to your Budget. Assistive Technology will include a 10% administrative fee (up to a maximum of \$500) As per Quote – Cost varies based on third party expense cost.					
Home Modifications (Home adjustments) - Home modifications prescription and clinical support - Home modification products	Home Modifications will include a 15% coordination fee (up to a maximum of \$1,500) As per Quote – Cost varies based on third party expense cost.					

CLINICAL SUPPORTS								
Specialised services to maintain or regain functional and/or cognitive capabilities. Services are delivered directly, or supervised, by a qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices. No co-contribution will be required.				Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Nursing Care Indirect Nursing services will incur an additional charge of \$190/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.	Registered nurse clinical care	Hourly rate	\$190	\$215	\$250	\$310	\$370	
	Enrolled nurse clinical care	Hourly rate	\$150	\$175	\$210	\$270	\$330	
	Nursing care consumables	As per Quote – Cost varies based on the cost of specialised nursing products. (incl. actual cost plus 10% to cover our support in managing the service)						
			Standard Hours (Monday to Friday)					
Care Management Home Support Care Management (Care Partner) Charges are based on actual time spent, with a min. 15min. This includes both direct contact and indirect activities such as planning your services, calling you to make sure everything is working well, service coordination, documenting our interactions, or helping adjust your services if your needs change.		Hourly rate	\$150					
Restorative Care Management Home Support Restorative Care Management (Restorative Care Partner) Charges are based on actual time spent, with a min. 15min. This includes both direct contact and indirect activities such as planning your services, calling you to make sure everything is working well, service coordination, documenting our interactions, or helping adjust your services if your needs change.		Hourly rate	\$175					
			Initial	Standard		Extended		
Allied Health and Other Therapeutic Services - Physiotherapist - Exercise Physiologist - Dietitian or Nutritionist - Social Worker - Podiatrist - Occupational Therapist - Speech Pathologist - Psychologist In Home and some In Clinic services will incur an additional charge for Indirect services at \$260/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.		Hourly rate	\$340	\$260		\$300		
Nutrition Nutrition supports		As per Quote – Cost varies based on the cost of specialised nutrition support products. (incl. actual cost plus 10% to cover our support in managing the service)						

ADDITIONAL INFORMATION

Nursing Care Consumables	The cost of items associated with clinical care such as continence aids, bandages, wound dressings, skin emollients etc will be charged separately. Nursing Care Consumables will include a 10% administrative fee (up to a maximum of \$500).	Per item	Nursing Care Consumables are outsourced to a GOCSA Community Care Approved Supplier. Please discuss this service with your Care Partner.
Assistive technology and home modifications	Assistive technology and Home Modifications prescribed by Allied Health Professionals that may be hired/purchased to help make things easier and assist you to live independently in your home. - Assistive Technology will include a 10% administrative fee (up to a maximum of \$500). - Home Modifications will include a 15% coordination fee (up to a maximum of \$1,500).	Per item	These aids and equipment and home modifications are outsourced to a GOCSA Community Care Approved Supplier. Please discuss this service with your Care Partner.
Third Party Providers	Where GOCSA Community Care is unable to provide its own staff for a shift or period of shifts, GOCSA Community Care will engage a third-party provider to fill these shifts. Also, GOCSA Community Care will source contractors at the request of the customer for a specific activity. If a contractor is engaged to provide services, we will ensure that they meet the quality standards and have a relevant police clearance. If you would like a service not listed on our Price List, talk to us. We may be able to arrange the service for you. Depending on your individual needs, we may need to charge a price different from our price list. In this case, we will discuss this with you and agree on a price in writing.	Per hour or Per service	These services will be outsourced to a GOCSA Community Care Approved Third Party Provider. If you wish to choose your own Third Party Provider to provide services, a 10% administration fee will apply on top of the Third Party Provider's prices. Other services provided by Third Party Providers are available and can be quoted on request following agreement with your Care Partner.
Cancellation Policy	Cancellation of services for Personal Care, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, 1:1 Social Support, and Social Support Groups: - The notice period for customer cancellations is 24 hours. - A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 24 hours' notice or the customer is not at home at the time scheduled. - If a customer rejects the offer of a suitably compatible alternate support worker and therefore cancels the service with less than 24 hours' notice, the full cost of the scheduled service will be billed. - In most cases, we can put your services on hold for a period if your circumstances change, such as a hospital stay, holiday, or respite care. Please discuss any plans to pause your services with our Care Partners so we can reorganise your services and ensure that 24 hours' notice to avoid being charged for any late notice cancellations.		
GST	All prices exclude GST (unless otherwise stated)		

CONTRIBUTIONS

Your Support at Home individual contribution rates will be set and communicated to you by Services Australia based on your individual financial situation. Your contribution will be a percentage of the price of the relevant service. Some care recipients who were already receiving a home care package before 12 September 2024 will not be required to pay any contributions, and others will pay a reduced contribution rate, because they have the benefit of the government's 'no worse off' principle for existing care recipients as at that date. If you are not sure which category you fall into, please ask us when we contact you to discuss the changes.

There are different contribution rates for different types of Support at Home services. The government will:

- Cover the entire cost of Clinical Care services, such as nursing, allied health, and care management. You do not have to pay any contribution for these services.
- Cover most of the cost of services for Independence services, such as personal care, social support and community engagement, respite, transport and assistive technology or home modifications. You must pay a moderate contribution towards these services. We will send you an invoice each month showing the contribution amount you'll need to pay us.
- Cover less of the cost of services for Everyday Living services, such as domestic assistance, gardening and home maintenance and meals. You must pay a higher contribution towards these services. We will send you an invoice each month showing the contribution amount you'll need to pay us.

For care recipients who are covered by the 'no worse off principle', the table below shows the percentage of the service price that you will pay:

	Clinical supports	Independence supports	Everyday living supports
Full pensioner	0%	0%	0%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 0%-25% based on an assessment of their income and assets. This will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 0%- 25% based on an assessment of their income and assets. This will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	25%	25%

For care recipients not covered by the 'no worse off principle', the following table shows the percentage of service prices you need to contribute:

	Clinical supports	Independence supports	Everyday living supports
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners will pay between 5%-50% based on an assessment of their income and assets. This will be based on their Age Pension means assessment.	Part pensioners will pay between 17.5%- 80% based on an assessment of their income and assets. This will be based on their Age Pension means assessment.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

This information is correct at the time of printing and valid from 1 July 2026. Prices are reviewed regularly and are subject to change.