

Guide to Support at Home service rates, from 1st November 2025

Clinical Supports (rates per hour)						
Nursing Care	Standard hours (6am-8pm)	Afternoon (8pm-12am)	Night (12am-6am)	Saturday	Sunday	Public Holiday
• Registered Nurse	\$180.22	\$232.59	\$236.08	\$284.94	\$354.76	\$424.57
• Enrolled Nurse	\$148.00	\$160.90	\$163.07	\$193.69	\$237.44	\$281.18
Allied Health and Care Management - standard hours only						
• Dietitian/ Nutritionist	\$219.00					
• Occupational Therapist	\$215.00					
• Physiotherapist	\$219.00					
• Podiatrist	\$193.37					
• Psychologist	\$229.50					
• Social worker	\$215.00					
• Care Management*	\$134.90					
• Restorative Care Management*	\$154.84					

*Care Management and Restorative Care Management services will be charged in a flexible manner with either whole-hour or part-hour claims. Part-hour claims will be based on 15-minute increments e.g. 15, 30, 45, 60, 75, 90 minutes, where a minimum time charged will be 15 minutes.

Independence (rates per hour)						
	Standard hours (6am - 8pm)	Afternoon (8pm - 12am)	Night (12am - 6am)	Saturday	Sunday	Public Holiday
• Personal Care*	\$104.67	\$111.31	\$112.71	\$132.28	\$160.24	\$188.20
• In-home Respite	\$104.67	\$111.31	\$112.71	\$132.28	\$160.24	\$188.20
• Individual Social Support [^] (with use of care worker's car)	\$104.67 + \$1.40 per km	\$111.31 + \$1.40 per km	\$112.71 + \$1.40 per km	\$132.28 + \$1.40 per km	\$160.24 + \$1.40 per km	\$188.20 + \$1.40 per km
<u>Min session is 2 hours</u>						
• Cultural Support	\$134.90	-	-	-	-	-
• Group Social Support	\$43	-	-	-	-	-
• Centre-based Respite	\$46	-	-	-	-	-
* Personal Care may include bathing, hygiene, grooming and dressing, continence care, help with mobility, help to reduce the risks of slips and falls, help with exercises, assistance with dining, medication reminders [^] Individual Social Support may include friendly conversation, reading/ board games, accompanied activities for doctor's appointments / church / social events, outings to the theatre and similar, take walks, visit the park						

Therapeutic services – standard hours only						
• Acupuncturist	\$223.70	-	-	-	--	-
• Chiropractor	\$219.78	-	-	-	-	-
• Remedial masseuse	\$180.00	-	-	-	-	-
• Osteopath	\$248.31	-	-	-	-	-
Assistive Technology and Home Modifications						
• Assistive Technology	Per quote					
Prescription and wrap-around costs	Apply at therapist rates					
Administration cost	10% of the total cost, up to a maximum of \$500					
• Home Modifications	Per quote					
Prescription and wrap-around costs	Apply at therapist rates					
Coordination cost	15% of the total cost, up to a maximum of \$1,500					

Everyday Living (rates per hour)						
	Standard hours (6am - 8pm)	Afternoon (8pm - 12am)	Night (12am - 6am)	Saturday	Sunday	Public Holiday
• Domestic Assistance**	\$104.67	\$111.31	\$112.71	\$132.28	\$160.24	\$188.20
• Shopping - Accompanied or Unaccompanied (with use of care worker's car)	\$104.67+ \$1.40 per km	\$111.31+ \$1.40 per km	\$112.71+ \$1.40 per km	\$132.28+ \$1.40 per km	\$160.24+ \$1.40 per km	\$188.20+ \$1.40 per km
• Meal Preparation	\$104.67	\$111.31	\$112.71	\$132.28	\$160.24	\$188.20
<u>Min session is 2 hours</u>						
** Domestic Assistance may include general house cleaning, making the beds and changing linen, laundry – wash and put away clothes, iron clothes						
• Delivered Meals (per meal)	\$18.45	-	-	-	-	-
• Gardening	\$102.85	-	-	-	-	-
• Home maintenance	Per quote					

Care Management fee	10% of quarterly budget is set aside to a separate funding pool by Government
Package Management fee	Discontinued from 1 st Nov 2025

Hourly rates for services involving travel with a care worker (Accompanied Activities or Shopping Assistance) will be inclusive of use of care worker's car/ cost of distance travelled.

Cancellation Policy

According to new Support at Home rules, the notice period for service cancellations by a client is 48 hours/ 2 business days (Monday to Friday during business hours, excluding public holidays). A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the client is not at home at the agreed time of a scheduled service.

We require a 48-hours cancellation (Monday to Friday during business hours, excluding public holidays) for all group sessions/ trips or the full fee for service will be charged.

Services Australia will advise clients if a client contribution applies.

Prices correct as at 1 November 2025. Prices are reviewed on a regular basis and are subject to change.

All prices exclude GST.