

Pricing Schedule 2026-2027

Support At Home Services

Minimum 2 hours booking

(charged per hour unless otherwise stated)

Service	Weekday Daytime (Mon to Fri 6:00 to 19:59)	Weekday Evening (Mon to Fri 20:00 to 23:59)	Weekday Night (Mon to Fri 0:00 to 5:59)	Saturday	Sunday	Public Holiday
Personal Care	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
Domestic Assistance	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
In-home respite	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
Home Maintenance and Repairs	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
Social Support & Community Engagement *	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
Meal Preparation	\$95.50	\$106.96	\$109.83	\$143.25	\$191	\$238.75
Care Management	\$120 (Mon to Fri, Weekday Daytime)					
Transport (The relevant service unit price will be adjusted to in Km travelled)	\$1.5/kms					

Note:

For Social Support & Community Engagement services, the listed price excludes mileage or transport costs. Additional travel may result in a higher total price. Please consult with us to find the detailed price.

Our pricing aligns with the national median rates and applies to services you engage with us directly.

Where a service is delivered by a third-party provider, the final price will be the actual cost of the third-party service provider, plus up to 10% to cover our costs of supporting the third-party for activities. You will still be required to pay contributions towards the cost (final service price) of non-clinical services delivered by a third party. Contribution rates will be determined based on the type of service delivered and your income and asset assessment undertaken by Services Australia.



Clinical Support Services

Allied Health Services

(charged per hour unless otherwise stated)

Minimum 1 hour booking

In-Home Services	Weekday Daytime (Mon to Fri 6:00 to 19:59)	Weekday Evening (Mon to Fri 20:00 to 23:59)	Weekday Night (Mon to Fri 0:00 to 5:59)	Saturday	Sunday	Public Holiday
Nursing (wound dressing etc.)	\$160.00 Weekday Daytime (Mon. to Fri.)					
Exercise Physiotherapy	By Quote, most common \$192 (1 hour face-to-face session, plus 15 mins report writing)					
Podiatrist Service	By Quote, most common \$150 (30 mins face-to-face session, plus 30 mins report writing)					
Occupational Therapy	By Quote, most common \$335 (45 mins face-to-face session, plus 1.25 hours initial report writing)					
Physiotherapy	By Quote, most common \$192 (1 hour face-to-face session, plus 15 mins report writing)					
Other Allied Health Services	By Quote					
Home Modification	By Quote					
Goods and Equipment	By Quote					

Note:

For nursing and exercise physiotherapy services, the hours charged cover consultation, assessment, treatment, and travel (within a 10km round trip). Additional time billed in 15-minute increments.

*Some services may involve additional items like dietary supplements or mobility aids. These will be deducted from your budget at cost.

*For OT services, the above pricing is for the initial assessment, excluding the major home medication reporting. Please seek the quote with your care partners to find the best suitable pricing for you.

Home Care Services

(charged per hour unless otherwise stated)

Under 2 hours booking

In-Home Services	Weekday Daytime (Mon to Fri 6:00 to 19:59)	Weekday Evening (Mon to Fri 20:00 to 23:59)	Weekday Night (Mon to Fri 0:00 to 5:59)	Saturday	Sunday	Public Holiday
Personal care	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
Domestic Assistance	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
In-home respite	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
Home Maintenance and Repairs	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
Social Support & Community Engagement	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
Meal Preparation	\$112.00	\$125.25	\$128.50	\$167.75	\$223.75	\$279.50
Transport (The relevant service unit price will be adjusted to in Km travelled)	\$1.5/kms					

Understanding your Support At Home Services

Personal Care

We support you with the daily activities that you may be finding hard to manage on your own, including showering, dressing, grooming, going to the toilet, continence management, washing and drying hair, shaving, reminding you to take your medication, and other customized personal care services.

Domestic Assistance

We help you with all those jobs in and around the home, to ensure it remains clean and tidy, giving you more time to do the things you enjoy, including vacuuming, dusting, cleaning the bathroom, washing the dishes, doing the laundry, and other customized domestic assistance services.

In-home respite

Our in-home respite services ensure you continue to receive the support you need, when your regular carer may need to attend an appointment, travel, or some time out.

Home Maintenance and Repairs

We help you keep your home safe and accessible by carrying out essential light gardening, minor repairs, and safety maintenance tasks such as mowing lawns, cleaning gutters, or replacing lightbulbs.

Social Support and Community Engagement

We help you stay connected and active in your community through one-on-one or group social activities, accompanied outings, cultural participation, and digital support to stay in touch online. These services promote social connection, reduce isolation, and support your overall wellbeing.

Meal Preparation

We help you cook a favourite meal at home or arrange for meals to be conveniently delivered to your door when required.



Nursing

Our nurses can support you when required, including nursing consultation, clinical intervention such as wound care, changing catheters, medication management, fall risk management, pain management, dementia support, clinical assessment at the beginning of your home care service, periodic review and following major changes to your health conditions and other customized nursing services. These services will be billed according to the usage.

Exercise Physiotherapy

Our exercise physiologists design safe and effective programs to help you improve strength, mobility, balance, and overall wellbeing. We focus on maintaining your independence through personalized exercise plans, rehabilitation after illness or injury, and gentle movement sessions tailored to your health needs

Time of Weekday

Weekday Daytime Support: any support starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday;

Weekday Evening Support: any support starts at or after 8:00 pm and ends before or at 10:00 pm on a single weekday;

Weekday Night Support: any support starts at or after 10:00 pm on a single weekday. (not include inactive sleepover shifts)

Care Management

We provide mandatory care management services. We will regularly assess your needs, goals and preferences, review your home care agreement and care plan with you, ensure your care and services align with other supports, partner with you and your family or carers about your care, ensure your care and services are culturally safe, and identify and address risks to your safety, health and wellbeing.

Staff Travel Costs to Visit You

We charge \$0 for our care workers to travel to visit your location.



Cancellation Fee

Consumers will be charged the full cost of a service if a booking is cancelled less than 24 hours prior to the scheduled service.

Support from trusted third-party providers

We understand that your needs may sometimes extend beyond the services we deliver directly, or you may prefer to use your own chosen provider. We are happy to support you in accessing services from trusted third-party providers such as gardening, transport, home maintenance, or meal delivery.

You can select a provider from our existing panel or nominate a provider of your choice. Before any service is arranged, we will confirm the pricing, any required client contribution, and put an agreement in place to ensure the service meets all quality and safety requirements.

The final service price includes the provider's actual cost plus up to 10% to cover our support in coordinating and managing the service. This includes:

- Ensuring the third-party worker meets their obligations under the Aged Care Act (for example, completing worker screening and receiving training in our complaints and incident management procedures); and
- Managing the claiming process on your behalf.

Assistive Technology and Home Modifications

We help you access the equipment and home modifications you need to stay safe and independent at home under the Assistive Technology and Home Modifications (AT-HM) Scheme. This may include mobility aids, safety equipment, and home modifications such as ramps, rails, or bathroom upgrades tailored to your assessed needs.

Equipment and home modifications will be charged at the actual invoiced cost, plus a coordination or administration fee to support the arrangement and set-up of your item or modification:

- Home Modifications: coordination fee capped at 15% of the cost, or \$1,500, whichever is lower
- Assistive Technology: administration fee capped at 10% of the cost, or \$500, whichever is lower

All costs will be confirmed and agreed with you before any purchase or modification proceeds.

