



SUPPORT AT HOME PRICING SCHEDULE

Services offered – 01 November 2025 to 30 June 2026

Services provided under Support at Home may include some of the following (all services are at an hourly rate, calculated to the nearest 15 minutes unless indicated):

Home Support

Clinical Supports – 0% participant contributions	
Care Management	
Home Support Care Management	\$150.00 Per hour
Home Support Restorative Care Management	\$170.00 Per hour
Nutrition	
Nutrition Supports (prescribed)	Cost of item/s
Everyday Living - 17.5% participant contributions (full pensioner)	
Domestic Assistance	
General House Cleaning	\$109.00 Per hour
Laundry Services	\$109.00 Per hour
Shopping Assistance (driver plus assistance)	\$109.00 Per hour
Home Maintenance and Repairs	
Gardening	\$109.00 Per hour
Assistance with home maintenance	\$109.00 Per hour
Expenses for Home Maintenance	Cost of Item/s
Meals	
Meal delivery	\$22.00 Per meal
Independence – 5% participant contribution	
Social Support and Community Engagement	
Group and Social Support	\$110.00 Per hour
Individual Social Support	\$110.00 Per hour
Accompanied Activities	\$110.00 Per hour
Cultural Support	\$110.00 Per hour
Assistance to Maintain Personal Affairs	\$110.00 Per hour
Transport	
Direct Transport	\$70.00 per trip
Personal Care	
Assistance with self-care activities	\$115.00 Per hour
Assistance with self-administration of medication	\$115.00 Per hour
Continence Management (non-clinical)	\$115.00 Per hour

Service cancellations

A participant may cancel a scheduled service at late notice or may be a 'no show' i.e., the participant was not at home or in a pre-determined location) when a worker arrives to deliver a scheduled service. A provider will be eligible to be paid in full for a service, and a participant contribution

may also be charged, if the provider:

had committed to deliver a funded aged care service from the Support at Home service list, or had committed to deliver assistive technology, or home modification, and were prevented, at no fault of the provider, from delivering the service as the participant was deemed to be a late cancellation or 'no show'.

A late cancellation occurs when a participant provides less than 2 business days' notice of a cancellation to a scheduled service.

A 'no show' occurs when a participant is not present at the agreed place or at the agreed time of a scheduled service.

Participant Contributions

Participant contributions apply for all services delivered in the independence and everyday living service categories. There are no contributions for services in the clinical supports category as clinical care is fully funded by government for all participants.

Standard participant contribution rates from 1 November 2025

Aged Pension Status	Clinical Care	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	5 - 50%	17.5 – 80%
Self-funded retiree	0%	50%	80%

Lifetime Cap

There is a lifetime cap on contributions. Once you have paid \$130,000 (indexed) towards our services you will not be charged any more for the services you receive. The cap will be indexed annually.

'No worse off principle'

The 'no worse off principle' applies to anyone who was receiving a Home Care Package or approved for a package on 12 September 2024. These participants will make contributions on Support at Home that are the same, or lower, than they did on Home Care Packages Program. This is even if they are re-assessed into a higher Support at Home classification at a later date.

- If you were assessed as not having to pay fees for your Home Care Package as at 12 September 2024, you will never pay fees on Support at Home.
- If you were required to pay fees for your Home Care Package as at 12 September 2024, you will pay the same or less under Support at Home.

Fee reduction supplement

The fee reduction supplement offers financial assistance to participants experiencing financial hardship who cannot pay their Support at Home contributions due to their financial circumstances. Service providers cannot invoice participants for their contributions while their hardship application is being assessed. If approved, the government will pay for some or all of their aged care fees, backdated to the date of application. If the application is not approved, it is the responsibility of the provider to recover the participant contributions from the participant.

To apply, a participant must submit the Aged Care Claim for Financial Hardship Assistance form (SA462) to Services Australia.