

Support at Home

CLINICAL SUPPORTS – FEE SCHEDULE

Service type	Time	60mins	45mins	30mins	15mins
• Registered Nurse (Direct services)	Week day (6am–6pm)	\$160	\$140	\$120	
	Week night (6pm–6am)	\$185	\$162	\$139	
	Saturday	\$240	\$210	\$180	
	Sunday	\$279	\$244	\$209	
	Public holidays	\$320	\$280	\$240	
• Registered Nurse (Indirect services)	Week day (6am–6pm)	\$140	\$105	\$70	
	Week night (6pm–6am)	\$162	\$121	\$81	
	Saturday	\$210	\$158	\$105	
	Sunday	\$244	\$183	\$122	
	Public holidays	\$280	\$210	\$140	
• Enrolled Nurse (Direct services)	Week day (6am to 6pm)	\$140	\$123	\$105	
	Week night (6pm to 6am)	\$162	\$142	\$122	
	Saturday	\$210	\$184	\$158	
	Sunday	\$244	\$214	\$183	
	Public holidays	\$280	\$245	\$210	
• Oxygen Supplement	Delivery method: Oxygen Supplement for Aged Care through Services Australia for eligible participants.				
• Allied Health and other therapeutic services (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.				
• Nutrition	Delivery method: Supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.				
Clinical Care management Home support care management	Week day (6am to 6pm)	\$150	\$113	\$75	\$38
Care management Home support care management	Week day (6am to 6pm)	\$120	\$90	\$60	\$30

INDEPENDENCE SUPPORT SERVICES – FEE SCHEDULE

Service type	Time	60mins	45mins	30mins
Personal Care (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Week day (6am to 6pm)	\$110	\$96	\$83
	Week night (6pm to 6am)	\$127	\$111	\$95
	Saturday	\$165	\$144	\$124
	Sunday	\$192	\$168	\$144
	Public Holidays	\$237	\$207	\$178
Social support and community engagement (Group social support)	Week day – group	\$53		
	Saturday – group (minimum 3hr booking)	\$80		
	Sunday – group (minimum 3hr booking)	\$93		
	Public holidays – group (minimum 3hr booking)	\$106		
Social support and community engagement (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Week day (6am to 6pm)	\$110	\$96	\$83
	Week night (6pm to 6am)	\$127	\$111	\$95
	Saturday	\$165	\$144	\$124
	Sunday	\$192	\$168	\$144
	Public holidays	\$237	\$207	\$178
Therapeutic services for independent living (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.			
Respite Care	Week day (6am to 6pm)	\$110	\$96	\$83
	Week night (6pm to 6am)	\$127	\$111	\$95
	Saturday	\$165	\$144	\$124
	Sunday	\$192	\$168	\$144
	Public holidays	\$237	\$207	\$178
Respite Care (centre-based day respite)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.			
Transport (Direct transport – driver and car provided)	Week day (6am to 6pm)	\$110	\$96	\$83
	Week night (6pm to 6am)	\$127	\$111	\$95
	Saturday	\$165	\$144	\$124
	Sunday	\$192	\$168	\$144
	Public holidays	\$237	\$207	\$178
Transport (Indirect transport – taxi or rideshare service vouchers)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.			
Assistive technology and home modifications	Delivery method: Service delivery by associated provider. Pricing: Quoted individually based on your needs. Administration fee: 10% of the cost for assistive technology or \$500 (whichever is lower). 15% of the cost of home modifications or \$1,500 (whichever is lower). Transparency: A detailed breakdown of this margin is available upon request.			

EVERYDAY LIVING SERVICES – FEE SCHEDULE

Service type	Time	60mins	45mins	30mins
Domestic assistance (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Week day (6am to 6pm)	\$105	\$92	\$79
	Week night (6pm to 6am)	\$122	\$107	\$92
	Saturday	\$158	\$138	\$119
	Sunday	\$183	\$160	\$137
	Public holidays	\$227	\$199	\$170
Home maintenance and repairs (Refer to the Support at Home Service List for a detailed breakdown of all services within this service type)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.			
Meals (Meal preparation)	Week day (6am to 6pm)	\$105	\$92	\$79
	Week night (6pm to 6am)	\$122	\$107	\$92
	Saturday	\$158	\$138	\$119
	Sunday	\$183	\$160	\$137
	Public holidays	\$227	\$199	\$170
Meals (Meal delivery)	Delivery method: Service delivery by associated provider. Administration fee: A 20% margin is applied to cover overheads and administrative costs. Transparency: A detailed breakdown of this margin is available upon request.			

CARE MANAGEMENT COSTS AND CHARGES

Classification	Quarterly Budget	Annual Budget	Care Management (10% Quarterly)	Remaining Budget for Services Quarterly
1	\$2,674	\$10,696	\$267	\$2,407
Transitioned HCP Level 1	\$2,708	\$10,833	\$270	\$2,438
2	\$3,995	\$15,981	\$399	\$3,596
Transitioned HCP Level 2	\$4,762	\$19,049	\$476	\$4,286
3	\$5,479	\$21,919	\$547	\$4,932
4	\$7,386	\$29,545	\$738	\$6,648
5	\$9,883	\$39,535	\$988	\$8,895
Transitioned HCP Level 3	\$10,365	\$41,460	\$1,036	\$9,329
6	\$11,989	\$47,957	\$1,198	\$10,791
7	\$14,530	\$58,122	\$1,453	\$13,077
Transitioned HCP Level 4	\$15,713	\$62,853	\$1,571	\$14,142
8	\$19,427	\$77,709	\$1,942	\$17,485

*Funding amounts are indicative and are subject to indexation. Visit the Department of Health, Disability and Ageing's website for up-to-date funding amounts.

What is Care Management?

Care Management is the support you receive to help coordinate your services, monitor your wellbeing, and adjust your care as your needs change. It includes activities like:

- Developing and updating your care planning
- Service coordination
- Regular check-ins and reviews
- Support with navigating aged care services.

These activities are delivered by your Care Partner, who works with you to ensure your care remains person-centred and responsive.

How is Care Management charged?

Under the Support at Home program:

- 10% of your quarterly budget is set aside for Care Management.
- This funding is pooled with other participants' care management funds at your provider's service delivery branch.
- Providers use this pooled funding to deliver flexible and responsive care management services.
- You won't be charged a separate fee—it's built into your overall budget allocation.

QUICK LINKS:

Support at Home Service List:

<https://www.health.gov.au/sites/default/files/2025-08/support-at-home-service-list.pdf>

Enteral Feeding Supplement for Aged Care:

<https://www.health.gov.au/topics/aged-care/providing-aged-care-services/funding-for-aged-care-service-providers/enteral-feeding-supplement-for-aged-care>

Oxygen Supplement for Aged Care:

<https://www.health.gov.au/topics/aged-care/providing-aged-care-services/funding-for-aged-care-service-providers/oxygen-supplement-for-aged-care>

NOTES

- **GST-Free Services:** All services provided under Support at Home are GST free.
- **Service Delivery:** A minimum duration of 30 minutes applies to all visits (excluding meal delivery in Blackall). Services are billed based on the actual time delivered. If the actual time spent delivering a primary support activity exceeds the scheduled duration or planned end time by more than 5 minutes, the total time is rounded and billed to the nearest 15-minute increment.
- **Split Activity Billing (within 30 minutes):** A maximum of two different support activities from the Support at Home service list can be delivered during a single 30-minute visit. Each activity is billed for 15 minutes only and charged at half the standard 30-minute rate, based on the activity and its Support at Home category.
This ensures the total billed time does not exceed 30 minutes.
- **Split Activity Billing (beyond 30 minutes):** The same billing approach applies when multiple activities are delivered during a longer visit. Time is billed in minimum 15-minute increments per activity, and rounding rules apply: If the time spent on a primary activity exceeds the scheduled duration or planned end time by more than 5 minutes, the total time is rounded up to the nearest 15-minute block.
- **Examples:**
 - » *A 45-minute visit with two activities (e.g., General House Cleaning and Personal Care) might be delivered as:*
 - 30 minutes for General House Cleaning
 - 15 minutes for Personal Care.
 - » *A 60-minute visit with three activities (e.g., General House Cleaning, Personal Care and Assistance with the self-administration of medication) could be delivered as:*
 - 30 minutes for the primary activity
 - 15 minutes each for two additional activities.
- **Cancellations:** At least 48 hours notice is required to cancel or reschedule a service. If notice is not provided, the full-service fee will be charged.
- **Fee Validity:** Fees and charges are effective from 1 November 2025 and are subject to periodic review. Any updates will be communicated in writing.