

# Support at home

Pricing and fees



## Table of Contents

Support at Home Background.....	2
What has changed under Support at Home? .....	2
Understanding your service hourly rate .....	3
Contributions under Support at Home .....	3
Assessed Needs and Approved Services .....	4
Agreed Pricing and Transparency .....	4
Consumables.....	5
Private Services.....	5
Services through an Associated Provider .....	5
Our Service Fees .....	6
Care Management and Clinical Care Management .....	6
Clinical Supports.....	7
Nursing Care .....	7
Allied Health and Therapeutic Services.....	8
Independence Support.....	9
Personal Care.....	9
Respite Care .....	10
Social Support and Community Engagement.....	11
Therapeutic Services for Independent Living .....	12
Transport .....	12
Everyday Living .....	13
Domestic Assistance .....	13
Home Maintenance and Repairs .....	13
Meals .....	14
Other Funding and Supports under Support at Home .....	14
Assistive Technology and Home Modifications.....	14
Restorative Care.....	15
End of Life .....	15
Contact Us:.....	16

## Support at Home Background

On 1 November 2025, the Australian Government launched the new Support at Home program, replacing the Home Care Packages and Short-Term Restorative Care program. This introduction of the Support at Home program changes to how Aged Care services are delivered and funded.

Life Without Barriers has aligned to the Department of Health, Disability and Aged Care's Support at Home pricing guidelines and our rates are outlined in this guide. This helps us stay aligned with the government framework and continue providing quality care for our clients. Our aim is to ensure you always have access to trusted, quality care at a fair and transparent price.

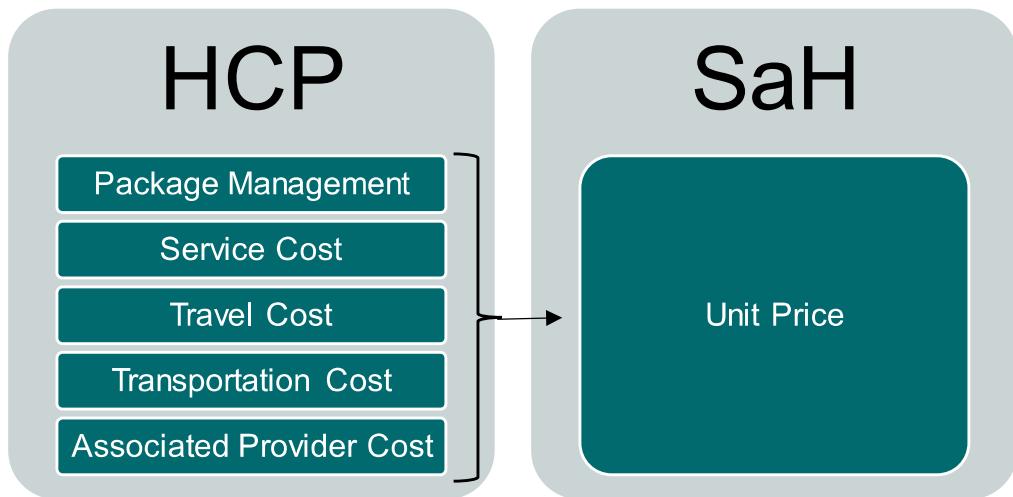
## What has changed under Support at Home?

- More diverse funding levels to meet the diverse needs of the community
- No Package Management costs
- Service prices will include administration costs
- Assistive Technology and Home Modification a separate funding stream to avoid service disruption and provide immediate access when eligible.

## Understanding your service hourly rate

Under the Support at Home program, your hourly rate now includes all costs associated with the service that were previously charged separately under Package Management or as a separate cost item.

As a result, the hourly rate will increase slightly.



This new approach provides greater flexibility, transparency, and value, giving you more control over how your care is delivered.

## Contributions under Support at Home

Client contributions refer to the portion of service costs you are responsible for paying, based on your financial situation. Contributions are set as a percentage of the service cost; they are dependent on your financial circumstances and the type of service you receive.

Before you start, we will ask you to contact Services Australia to complete an Income and Assets Assessment. Services Australia will look at your income and financial assets (not including your home) to decide how much you need to pay.

How it works:

- You only pay for services you receive.
- You will pay your contributions directly to us.
- The government pays the rest—your contribution is just a percentage of the service cost

**Clinical Support Services** are fully funded by the Support at Home program, while **Independence services**, such as personal care, attract a moderate contribution.

**Everyday Living services**, such as gardening and cleaning, will attract the highest contribution rates.

Your personal circumstances	Clinical Support	Independence	Everyday Living
Full Pensioner	0%	5%	17.5%
Part Pensioner/CSHC holder	0%	5% - 50%	17.5% - 80%
Self-funded retiree (No CSHC)	0%	50%	80%

### **Grandfathering:**

Support at Home has some guidelines in relation to your client contributions. If you were receiving services on or before the 12 September 2024, you are considered *grandfathered*. If you have been *grandfathered* different contribution rates may apply. This will be determined by Services Australia.

If you would like help understanding your individual circumstances, please contact Services Australia or reach out to us for assistance.

### **Assessed Needs and Approved Services**

We can only deliver services that are directly related to your assessed aged care needs, as outlined in your My Aged Care Notice of Decision and Support Plan. This ensures that all supports provided are appropriate and aligned with your approved care requirements.

### **Agreed Pricing and Transparency**

In most cases, we will charge you the published unit price for the services. However, if you have a need that falls outside of our regular service, we will:

- discuss and agree on the new price with you.
- explain the difference and the reason for the new price in your service agreement and individualised budget.

## Consumables

If you require consumables such as meals, bandages, continence aids, home maintenance repair materials, or similar items, a 10% administrative cost will be applied to organise their purchase. This small cost ensures that the process is managed efficiently and that all necessary arrangements are handled on your behalf.

## Private Services

You may need or want a little extra help beyond what is included in your Support at Home funding. That is why we offer a range of services you can choose to pay yourself – these are called Private Services.

We will work with you to determine the services you would like, when you would like them and for how long.

**Important Note:** If you choose to purchase private services that are not included in your Support at Home funding, Goods and Services Tax (GST) will apply.

Private service rates are based on the Support at Home pricing listed below, with GST added.

## Services through an Associated Provider

For services we do not provide directly, such as gardening or transport, we partner with trusted providers who meet our standards. These providers are called Associated Providers.

We will let you know if an associated provider is used. Standard pricing applies unless you require customised support; all costs and agreements will be confirmed with you upfront.

## Our Service Fees

Below is an overview of the types of care we offer and what each service includes and the applicable rate.

### Care Management and Clinical Care Management

Care management is a key part of your support. It helps make sure your care is safe, personalised, and adjusted as your needs change.

Services Australia will set aside 10% of your Ongoing funding to pay for Care Management Tasks.

**Care Management – Standard:** General planning, service coordination, and regular check-ins to ensure your supports continue to meet your needs.

**Care Management – Complex:** Adds professional oversight from qualified health professionals for more complex health or clinical requirements, ensuring your care remains responsive and effective over time.

#### Care Management Rates Per Hour

Service	Mon – Fri (6am -8pm)
Care Management - Standard	\$120
Care Management - Complex	\$150

## Clinical Supports

### Nursing Care

This service provides qualified nursing care to help manage and monitor medical conditions at home. Nursing services provide clinical care to help maintain or regain your health at home.

For example, you may need someone to help you take medication or care for wounds.

#### Nursing Care Rates Per hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
Nursing – Nursing Assistant	\$150	\$169	\$225	\$300	\$375
Nursing – Enrolled Nurse	\$185	\$209	\$278	\$370	\$463
Nursing – Registered Nurse	\$210	\$237	\$315	\$420	\$525

## Allied Health and Therapeutic Services

These services are provided by qualified health professionals that can support your health and wellbeing where appropriate.

They focus on improving your ability to live independently, manage daily activities, and maintain quality of life.

### Allied Health and Therapeutic Services Rates Per Hour

Service	Mon–Fri (6am- 8pm)	Mon–Fri (8pm- 12am)	Saturday	Sunday	Public Holiday
Occupational Therapy / Speech Pathology / Physiotherapy / Psychology / Diet or Nutrition / Exercise Physiology / Music Therapy / Counselling	\$230	\$259	\$345	\$460	\$575
Podiatry	\$220	\$248	\$330	\$440	\$550
Allied Health Assistance	\$150	\$169	\$225	\$300	\$375
Aboriginal Health Practitioner Assistance	Agreed Price				
Aboriginal Health Worker Assistance	Agreed Price				

## Independence Support

### Personal Care

Personal care supports you with daily activities to help you to maintain your wellbeing, stay safe, and independent. This can include assistance with showering, dressing, grooming, and other personal tasks.

#### Personal Care Rate Per Hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
Assistance with self-care and activities of daily living	\$115	\$130	\$173	\$230	\$288
Assistance with the self-administration of medication	\$115	\$130	\$173	\$230	\$288
Continence management (non-clinical)	\$115	\$130	\$173	\$230	\$288
Assistance with the self-administration of medication – Consumables	Agreed Price				

## Respite Care

Respite care provides short-term support for you, giving your carer time to rest and recharge while ensuring your needs are met.

### Respite Care Rates Per Hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
In Home	\$110	\$124	\$165	\$220	\$275
In Community (up to 30km of travel)	\$125	\$141	\$188	\$250	\$313
Community & Centre Based	\$32	\$36	\$48	\$64	\$80

### Overnight Respite:

We understand that care needs do not stop at the end of the day, which is why we offer overnight respite care services, so you can feel safe and supported around the clock.

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
Overnight Respite	Agreed Price				

## Social Support and Community Engagement

We recognise the importance of social connections for your overall wellbeing. Our team is here to help you stay in touch with your local community and loved ones, whether it is through a phone call, online chat, or video call when they are far away.

We can also spend time with you for a friendly chat or accompany you out for a coffee, making sure you continue to feel involved and supported in your community and have your social needs met, both in person and online.

### Social Support and Community Engagement Rates Per Hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
Individual Social Support – In Home	\$110	\$124	\$165	\$220	\$275
Accompanied Activities – In Community (up to 30km of travel)	\$125	\$141	\$188	\$250	\$313
Welfare Check	\$120 (phone/SMS only) Limited to Business Days*				
Expenses to maintain personal affairs	Agreed Price				
Group Social					
Cultural Support					
Digital Education and Support					

\*Our business days are Monday to Friday, 8.30 am to 5.30 pm (AEST).

## Therapeutic Services for Independent Living

These services support your overall health and wellbeing by addressing physical, emotional, and mental needs. You might need help to ease pain, improve movement, or boost body function. You may also want to strengthen mental health, manage stress, or enhance emotional balance. This type of care promotes healing, relaxation, and a better quality of life.

### Therapeutic Services for Independent Living Rates Per Hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
Remedial Massage	\$230	\$259	\$345	\$460	\$575
Art Therapy					
Chiropractic					
Diversion Therapy					Agreed Price
Osteopathy					

## Transport

We know getting out and about is an important part of maintaining your independence and wellbeing. It may be through a driver service, or you may receive transport card to cover costs.

### Transport Rates

Service	Rate per 30min
Direct Transport (staff and car provided) <i>Minimum of 30-minute service*</i>	\$87
Indirect Transport (CabCharge)	Agreed Price

*\*If your trip takes longer than 30 minutes, we will add extra time in 15-minute blocks.*

## Everyday Living

### Domestic Assistance

Whether it is help with grocery shopping, taking the rubbish out or maintaining your home safety. These services aim to help you keep your home liveable and comfortable.

#### Domestic Assistance Rates Per Hour

Service	Mon–Fri (6am-8pm)	Mon–Fri (8pm-12am)	Saturday	Sunday	Public Holiday
General House Cleaning	\$110	\$124	\$165	\$220	\$275
Laundry Services	\$110	\$124	\$165	\$220	\$275
Shopping Assistance	\$125	\$141	\$188	\$250	\$313

### Home Maintenance and Repairs

If you need some light gardening or mowing done around your home to keep it safe and accessible, or small repairs done to your home, this service will help. These are services that help keep your home and garden safe and liveable.

#### Home Maintenance and Repairs Rates Per Hour

Service	Mon–Fri (6am-8pm)	Saturday	Sunday	Public Holiday
Gardening	\$125	\$188	\$250	\$313
Expenses for Home Maintenance and Repairs				
Assistance with home maintenance and repairs		Agreed Price		

## Meals

This service makes sure you get safe, enjoyable meals and drinks to help you eat well and stay hydrated.

### Meal Rates

Service	Mon–Fri (6am– 8pm)	Mon–Fri (8pm– 12am)	Saturday	Sunday	Public Holiday
Meal Preparation	\$110	\$124	\$165	\$220	\$275
Meal Delivery	Agreed Price				

## Other Funding and Supports under Support at Home

Other funding and supports are available under Support at Home if you are deemed eligible. These additional options may include access to specialised programs, equipment, or services designed to further assist you in maintaining your independence and wellbeing. Eligibility will be determined through an assessment with My Aged Care, ensuring you receive the most appropriate support for your needs.

## Assistive Technology and Home Modifications

This funding helps you get the right aids, equipment or home adjustments, to make daily life safer and maintain your independence.

Examples include mobility aids, devices and minor adjustments to your home.

Funding availability and costs depend on your assessed needs.

As part of this funding, we include prescription, equipment trials, training, delivery and home adjustment assessments to make sure you are receiving supports that are right for you, and that any equipment or changes made to your home are suitable to ensure your safety.

All associated costs will be charged to this funding and will be clearly discussed and agreed with you before any services or purchases proceed.

**Please note:** Aids, equipment, and home adjustments attract a client contribution, which is equivalent to the *independence* rate. This ensures you are fully informed and comfortable with all aspects of your support plan.

**Assistive Technology and Home Modifications Rates**

Service	Rate
Assistive Technology	Agreed Price (including up to 10% administrative charge, to a maximum of \$500)
Home Modifications	Agreed Price (including up to 15% administrative charge, to a maximum of \$1500)

**Restorative Care**

This 16-week program is designed to help you regain strength, mobility, and confidence following illness, injury, or a hospital stay. It focuses on providing comprehensive clinical supports, including gentle exercise programs, therapy sessions, and assistance to rebuild daily living skills.

To assist us in managing your support needs we will set aside 30% of your funding for clinical care management and access to a multidisciplinary team.

This team approach ensures you receive coordinated care tailored to your needs, with a range of professionals working together to help you achieve your recovery goals.

**End of Life**

This 12-week support service works closely with the palliative care team to improve comfort and preserve dignity during the final stages of life. Our caring staff may assist with medication, emotional care, and practical assistance to help you feel supported at home.

Services may include regular visits, meaningful activities, and assistance with everyday tasks—planned in collaboration with you and your palliative care professionals to meet your individual needs.

To coordinate your care, 15% of your funding will be allocated for Care Management activities. We will design your services with you, so you will have a clear understanding of the services and costs throughout the program.

## Contact Us:

If you have any questions about services, need more information, or would like support in understanding your options, please reach out to us:

**Phone:** 1800 792 359

**Email:** [agedcareenquiries@lwb.org.au](mailto:agedcareenquiries@lwb.org.au)

**Website:** [www.lwb.org.au](http://www.lwb.org.au)

If you need this information in another language or require an interpreter, let us know—we can arrange translation services.

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