



FLEXIBLE CLIENT FOCUSED SERVICE

2025/26 PRICING LIST

Support at Home



The **Support at Home Program** is introducing **standardised pricing** for services, ensuring that all clients receive consistent and transparent pricing across the board. This move is designed to make the pricing structure more predictable and fair for all participants. In addition, **capped pricing** will be implemented on **July 1 2026**, setting a clear limit on service costs to further promote fairness and affordability. Our prices are currently based on the **Government's indicative price guide**, ensuring that we align with industry standards while providing high-quality care. These changes are aimed at maintaining transparency and making it easier for clients to manage their budgets as we move toward the capped pricing model.



Overview of HomeCare Australia

HomeCare Australia is a trusted provider of in-home care services, dedicated to supporting older Australians and individuals with disabilities to live independently and comfortably in their own homes for as long as possible. We offer a wide range of care and support services, designed to meet the unique needs of each participant. Our services are delivered with compassion, professionalism, and respect, ensuring that our participants receive the highest standard of care that enhances their quality of life.

As a registered provider under the **Support at Home program**, HomeCare Australia provides comprehensive care solutions tailored to individual goals. Our team is committed to empowering participants by promoting choice and control over their care, ensuring that each participant can live a life that aligns with their personal preferences and needs.

HomeCare Australia adheres to the highest standards of care, ensuring compliance with **Aged Care Quality Standards** and **Aged Care Legislation**. We prioritise the safety, dignity, and well-being of every participant, and our staff are carefully selected, trained, and monitored to ensure they meet our stringent care standards. We also provide clear and transparent pricing for all services, so you can make informed decisions about the care you receive.

Our pricing is designed to be competitive while ensuring that participants receive exceptional value. We are committed to maintaining transparency and flexibility in our pricing, offering clear breakdowns of service costs in line with government guidelines. We ensure that our pricing is aligned with the funding available and the needs of each participant.

At **HomeCare Australia**, we are more than just a service provider; we are a partner in your journey towards independent living and remaining in your home.

Support at Home Service List

Category	Service	Amount
CLINICAL (no contribution for full pensioners) Pricing based on per service	Registered Nurse	\$180
	Counsellor or Psychotherapist	\$208
	Dietitian or Nutritionist	\$200
	Occupational Therapist	\$240
	Physiotherapist	\$220
	Podiatrist	\$180
	Psychologist	\$230
	Social Worker	\$220
	Speech Pathologist	\$220
	Care Management	\$120
	Therapeutic Services for Independent Living	\$200

INDEPENDENT LIVING (5% contribution for full pensioners) Pricing based on per hour	Personal Care	\$100
	Social Support & Community Engagement	\$99
	Remedial Massage by Suitably Qualified Professional	\$195
	Acupuncturist Chiropractor Diversional Therapist Art Therapist Osteopath	\$195
	Respite in home	\$99
	Direct Transport 0-5kms	\$7.50
	Direct Transport 5-10kms	\$12.50
	Direct Transport 10-25kms	\$33.50
	Direct Transport 25-50kms	\$67.50
	Direct Transport 50-100kms	\$130
	Assistive technology	Per Quote
	Home Modifications	Per Quote

EVERYDAY LIVING (17.5% contribution for full pensioners) Pricing based on per hour	Domestic Assistance	\$95
	Shopping - Accompanied or Unaccompanied	\$99
	Lawns & Gardens	\$120
	Home Maintenance	\$120
	Meal Preparation	\$99
	Meal Delivery	\$18 per meal

Contributions and Hardship Pathway

Contribution Category	Description of Contribution	Frequency of Payment	Payment Method	Hardship Assistance Process
Client Contribution SAH Independence	5%	Weekly in arrears after service confirmed	Direct Debit	Participant may apply for hardship assistance through Services Australia; HomeCare will help with the application and pause collections while it is assessed.
Client Contribution SAH Everyday Living	17.5%	Weekly in arrears after service confirmed	Direct Debit	Participant may apply for hardship assistance through Services Australia; HomeCare will help with the application and pause collections while it is assessed.
Income-Tested Care Fee Independence	Determined by Services Australia	Weekly in arrears after service confirmed	Direct Debit	
Income-Tested Care Fee Everyday Living	Determined by Services Australia	Weekly in arrears after service confirmed	Direct Debit	

Frequently Asked Questions

1. What is the “No Worse Off” principle?

The “No Worse Off” principle ensures that if you were receiving a Home Care Package (HCP) or were approved for one as of **12 September 2024**, you won’t pay more under the new Support at Home program.

2. Will I lose any of my current funding or unspent funds?

No. If you had a Home Care Package on 30 June 2025, your current funding level and any unspent funds will carry over to your new Support at Home budget.

3. What happens if I get reassessed and need more support?

If your needs change and you qualify for a higher level of support, you’ll move to a higher classification under Support at Home—but your contribution won’t increase beyond what it would have been under the old system if you’re covered by the No Worse Off principle.

4. I’m a full rate pensioner—will I have to pay towards the cost of my services?

If you were assessed or receiving care prior to the **12th September 2024**, then no you won’t. If you were assessed after 12th September 2024, then you will be required to contribute to the cost of your services depending on the category of care. See the categories on the left hand side of the price list.

5. What if I was required to pay an income-tested care fee before?

If you were paying an income-tested care fee under the HCP program, you’ll transition to Support at Home with a discounted contribution. You’ll be notified of the exact amount.

6. Is there a cap on how much I will pay over time?

Yes. The existing lifetime cap on contributions will still apply for participants covered by the grandfathered arrangements.

7. Is there a minimum service time when booking with HomeCare Australia?

Yes, we have a minimum 2-hour service per visit to ensure we can deliver meaningful and consistent care.

8. Can I mix different types of services within the 2-hour booking?

Absolutely! For example, you can choose to have 30 minutes of personal care followed by 1.5 hours of domestic assistance—or any combination that suits your needs.

9. Can I self-manage my package?

Yes. Self-management under the new Support at Home program gives you more control over your care—allowing you to choose the services you need, manage your budget, and even decide who delivers your care.