澳華公會
Australian Chinese Community Association of NSW

Support at Home Prices & Fees

1 October 2026

Support at Home

As from 1 November 2025, the Australian Government introduced new pricing and fee arrangements under the Support at Home Program, which replaced the Home Care Packages Program. The changes aimed to simplify the system, improve transparency, and ensure that older Australians receive the right level of support to live safelyand independentlyat home.

Care Management Fee

Care Management is an essentialservice that includes the coordination, design, oversight, and overall management of your Support at Home package.
Care Management fee of ten percent (10%) of your quarterly budget shall be deducted and allocated to the provider's Care Management account on a monthly basis. This fee is applied in accordance with the Support at Home Program Rules.

Restrorative Care Partner

ARestorativeCare Partnerprovides personalised care management for participants, similar to a Support at Home care partner but with added responsibilities such as goal planning, coordinating multidisciplinary services, conducting assessments, and arranging assistive technology or home modifications. They review outcomes, develop exit plans, and manage care budgets in the participant's best interests, ensuring claims are proportionate and there is no funding cap. Clinical Care partners will hold clinical qualifications.

	Service	Amount
Pricing based on per hour	Care Management	$145.00
	Restorative Care Management	$170.00

Clinical Supports

Category	Service	Amount
Allied Health and other Therapeutic Services Service Delivered Weekday 8am-5pm Pricing based on per hour	Nursing (Direct/Indirect)	$160.00/125.00
	Dietitian or nutritionist (Direct/Indirect)	$145.00/130.00
	Exercise physiologist (Direct/Indirect)	$145.00/130.00
	Occupational therapist (Direct/Indirect)	$160.00/130.00
	Physiotherapist (Direct/Indirect)	$165.00/130.00
	Podiatrist (Direct/Indirect)	$145.00/130.00
	Speech pathologist (Direct/Indirect)	$160.00/130.00

	Standard Hours Mon-Fri (6am-8pm)	Non-Standard Hours Mon-Fri (8pm-6am)	Saturday	Sunday	Public Holiday
	(All pricing based on per hour)				
Personal Care	$92.00	$105.80	$138.00	$184.00	$230.00

Allied Health and other Therapeutic Services and Therapeutic services for independent living

Direct services include face-to-face or telehealth contact with the participant. Indirect services include non-face-to-face activities such as documentation, care planning, coordination, or report preparation.

Where an assessment report, complex clinical care, or specialised therapeutic intervention is required, estimated hours or an agreed price will be quoted, with mutual consent obtained prior to service engagement.

If the published price is not practical or available, an agreed price may be applied following discussion and agreement between the provider and the participant.

Independence

Category	Service	Amount
Therapeutic services for independent living	Acupuncturist (Direct/Indirect)	$165.00/120.00
	Chiropractor (Direct/Indirect)	$165.00/120.00
	Remedial masseuse (Direct/Indirect)	$145.00/120.00

	Standard Hours Mon-Fri (6am-8pm)	Non-Standard Hours Mon-Fri (8pm-6am)	Saturday	Sunday	Public Holiday
	(All pricing based on per hour)				
Social support and community engagement^	$92.00	$105.80	$138.00	$184.00	$230.00
Respite Care	$92.00	$105.80	$138.00	$184.00	$230.00
Group Social Support^	$25.00*	N/A			
Centre-Based Respite	$25.00*	N/A			
Dementia Centre-Based Respite	$25.00**	N/A			

Independence

Direct Transport

- Driver andcarprovided
- Price based per Trip

Distance	Standard Hours Mon-Fri (6am-8pm)	Non Standard Hour Mon-Fri (8pm-6am)	Saturday	Sunday	Public Holiday
<10km	$61.00	$70.15	$91.50	$122.00	$152.50
10-20km	$92.00	$105.80	$138.00	$184.00	$230.00
20-30km	$153.00	$175.95	$229.50	$306.00	$382.50
>30km	By Quotation				

(All pricing includes travel service hours)

(Trips falling outside the stated distance range will be subject to a separate quotation to account for additional travel distances.)

Everyday Living

	Standard Hours Mon-Fri (6am-8pm)	Non-Standard Hours Mon-Fri 8pm-6am)	Saturday	Sunday	Public Holiday
	(All pricing based on per hour)				
Domestic Assistance	$92.00	$105.80	$138.00	$184.00	$230.00
Meal Preparation	$92.00	$105.80	$138.00	$184.00	$230.00
Gardening	$110.00	N/A			

Meal Delivery ▪ Delivery only ▪ Price per trip	Distance	<5km	5-10km	
	Price	$30.00	$46.00	>10km By Quotation

Meals On Wheels from ACCA Kitchen (Per Meal)^^
$15 + 4

Terms and Conditions

Service Duration:

All staff-based services are charged for a minimum of one (1) hour of direct service. The minimum charge generally relates to direct service time and is not intended to be met through a combination of direct and indirect time. Any time beyond one hour is charged in 15-minute increments (rounded up to the next quarter hour), including any applicable indirect components.

Self-Managed Participants

Where a self-managed participant elects to use a Third Party Provider for services or goods, a self-management overhead of ten percent (10%) of the invoiced amount will apply, as permitted under the Aged Care Act 2024.

Provider-Sourced Items

Where the provider helps to obtain and supply an at-cost item, the total amount charged may include up to ten percent (10%) to cover the work involved in coordinating and processing the purchase.
This may include prescribed nutrition, nursing care consumables, indirect transport, and other related items.

*Group social support and Respite (Centre Based)

The Price is set on an hourly basis. Each group service booking is scheduled to run for approximately four (4) hours. The full four-hour charge is payable, even where the participant chooses not to utilise the entire service duration

**Respite (Centre-Based for Dementia needs)

The Price is set on an hourly basis. Each group service booking is scheduled to run for approximately five (5) hours due to tailored care needs. The full five-hour charge is payable, even where the participant chooses not to utilise the entire service duration

^Social Support and Community Engagement with Direct Transport

- **Group Outing Services are subject to destination and distance, and price variations may apply based on the agreed price established prior to service delivery.**
- **Where a car and driver are required during the provision of Social Support and Community Engagement services, Direct Transport (driver and vehicle supplied) service item charges shall apply in conjunction with the Social Support and Community Engagement service charges.**

^^Meals On Wheels from ACCA Kitchen

Meals on Wheels from ACCA Kitchen is charged under the meal preparation service as an agreed price of $15.00 per meal for preparation, with delivery costs charged separately and a $4.00 client contribution for ingredients, consistent with the Support at Home Program rules.

Assistive Technology and Home Modifications (AT–HM) Scheme:

The AT–HM Scheme covers the delivery and set-up of assistive technology equipment, training and education on the safe use of such equipment, and home modifications. Fees and rates will be agreed prior to purchase and applied in accordance with the Support at Home Program Rules:

- **Assistive Technology (AT): An administration fee will apply and will not exceed ten percent (10%) of the quoted cost or up to five hundred dollars ($500), whichever is lower.**
- **Home Modifications (HM): A coordination fee will apply and will not exceed fifteen percent (15%) of the quoted cost or up to one thousand five hundred dollars ($1,500), whichever is lower.**