Support at Home

Services, Fees and Contributions

Effective - Effective 1 October 2026



Introduction

This document is to help you understand the Services, Fees and Contributions you can receive under the Support at Home program. The program is designed to give older Australians more choice and flexibility in the care they receive at home. Some services are fully paid for by the government, while others may involve a contribution from you.

Clinical care services, like nursing, personal care and allied health are contribution free. You won't be asked to pay for these. For other types of support, such as help with cleaning or transport, you may be asked to pay a portion of the cost. These fees are based on the type of service and your personal circumstances.

There are limits to how much you can be charged, and you'll never pay more than the set maximum. Each month you will receive your monthly statement which outlines the services you have received and their associated cost.

Your Care Manager (also known as a Care Partner) will support you to understand the services, fees and contributions you need to make.

Income and Assets Assessment

To determine the amount of contribution you will need to make you must have undertaken an income and assets assessment by Services Australia. For full and part pensioners Services Australia will use the information already provided to them to determine the contribution amount.

Non-Pensioners will need to complete an income and assets assessment if Services Australia does not already have your current financial details.

Understanding Your Funding and Budgets

The Support at Home program offers eight funding levels, each designed to match the level of support a person needs to live safely and independently at home. Level 1 provides entry-level assistance, with funding increasing progressively through Level 8, which supports people with the highest and most complex care needs.

Transitioned Home Care Package (HCP) recipients will have their former package level matched to an equivalent Support at Home funding level, ensuring their existing budget continues seamlessly under the new program structure.

Care Management

Carexcell will provide you with high-quality care management services each month. Delivered by our Care Managers, also known as Care Partners, we will work with you, and your registered supporter(s), to plan and coordinate your services, monitor your wellbeing, support independence and advocate for you. 10% of your subsidy level is allocated by the Commonwealth to Carexcell's care management account.

The 10% fee is set by the Commonwealth Government and standardised across the Support at Home program.

Carexcell's Care Management is delivered 7am to 6pm and costs $155.00 per hour.

Restorative Care and End of Life Pathway care management services are charged at $170.00 per hour. Due to the complex and varying needs of clients, the volume of care management services are decided jointly by the client and Carexcell and claimed from the restorative care or end of life care pathway funding.

Clinical

Clinical services, including nursing, personal care and allied health, are fully funded under the Support at Home program. This means that, irrespective of your income and assets assessment outcome, your contribution rate for these services is 0% and you will not be asked to contribute towards their cost.

Nursing	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Registered Nurse per Hour	$193.50	$222.50	$270.50	$338.50	$386.50
Registered Nurse 30 min	$125.50	n/a	n/a	n/a	n/a
Enrolled Nurse per Hour	$175.00	$192.50	$234.00	$292.50	$334.50
Enrolled Nurse 30min	$114.00	n/a	n/a	n/a	n/a
Nursing Assistant per Hour	$125.50	$144.00	$175.50	$219.50	$251.00
Nursing Assistant 30min	$82.00	n/a	n/a	n/a	n/a

Clinical

Personal Care Including Assistance with self-administration of medications and continence management	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Personal Care per Hour	$123.50	$142.00	$179.00	$209.50	$246.50
Personal Care 30min	$80.00	$91.50	$116.00	$136.00	$160.00
Personal Care 45min	$105.00	$120.00	$152.00	$178.50	$209.50

Allied Health Charged Hourly	Available Monday to Friday 8am to 6pm
Allied Health Assistant	$160.00
Physiotherapist	$240.00
Occupational Therapist	$240.00
Podiatrist	$220.00
Social Work	$240.00
Speech Pathology	$260.00
Psychology	$275.00
Music Therapy	$230.00
Dietician or Nutritionist	$250.00
Exercise Physiology	$200.00
Counselling or Psychotherapy	$300.00
Aboriginal and Torres Strait Islander Health Practitioner Assistance	$225.00
Aboriginal and Torres Strait Islander Health Worker Assistance	$200.00

Independence

Carexcell's independence services support you to remain independent at home and remain active, safe and connected with your home and community. Full pensioners will be asked to contribute 5% of the service price. Other clients may be asked to contribute between 5% and 50%, depending on their income and assets assessment.

Independence Charged Hourly	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Group Social Support	$55.00	n/a	n/a	n/a	n/a
Individual Social Support (telehealth)	$101.00	n/a	$145.00	$165.00	n/a
Individual Social Support	$119.00	$129.50	$163.50	$191.50	$225.00
Accompanied Activities	$119.00	$129.50	$163.50	$191.50	$225.00
Assistance to Maintain Personal Affairs	$119.00	$129.50	$163.50	$191.50	$225.00
Community and Centre Based Respite	$119.00	$129.50	$163.50	$191.50	$225.00
Flexible Respite	$119.00	$129.50	$163.50	$191.50	$225.00
Cultural Support	$119.00	$129.50	$163.50	$191.50	$225.00
Digital Education and Support	Market Rate – E.g. $120 per hour				
Expenses to Maintain Personal Affairs	Market Rate – E.g. $50 per month				

Therapeutic Services Charged Hourly	Available Monday to Friday 8am to 6pm
Acupuncturist	$205.00
Osteopath	$199.00
Chiropractor	$205.00
Remedial Massage	$199.00
Art Therapy	$165.00
Diversional Therapy	$165.00

Independence

Transport Charged per Trip	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Direct Transport – Trip up to 15min	$ 49.00	$56.50	$71.00	$83.50	$98.00
Direct Transport – Trip >15min to 30min	$98.00	$113.00	$142.00	$167.00	$196.00
Direct Transport – Trip >30min to 45min	$147.00	$169.50	$213.00	$250.00	$294.00
Direct Transport - Trip >45min to 1hour	$196.00	$226	$284.00	$334.00	$392.00
Indirect Transport	Charged at Market Rate – E.g. $40 taxi for 1x trip				

Assistive Technologies and Home Modifications

Carexcell can help you access approved equipment, assistive technology and home modifications that support your safety, independence and ability to remain at home. Your AT-HM funding is separate from your regular Support at Home services and is based on your assessed needs and approved funding.

For assistive technology, Carexcell may charge an administration fee for activities involved in arranging your equipment. This is 10% of the cost of the assistive technology, up to a maximum of $500. For home modifications, a coordination fee of 15% of the cost of the modification, up to a maximum of $1,500, may apply.

Other approved costs, such as professional assessment or prescription and services needed to safely set up or use the equipment, may also be funded through your AT-HM allocation where applicable. We will explain the costs and agree them with you before any purchase or modification proceeds.

The cost of Home Modification Prescription and Clinical Support is $193.50 per hour and is only available Monday to Friday during business hours.

Everyday Living

Carexcell's everyday living services help with routine tasks such as cleaning, laundry and meal preparation. These supports make daily life easier and safer, helping you stay comfortable and independent at home. Services are tailored to your needs. A full pensioner will need to contribute 17.5% towards the cost of services. Part pensioners and self-funded retirees will need to contribute between 17.5% and 80% of the cost of services.

Domestic Assistance Charged Hourly	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
General House Cleaning	$115.00	n/a	$165.00	$192.50	n/a
Laundry Services	$115.00	n/a	$165.00	$192.50	n/a
Shopping Assistance	$115.00	n/a	$165.00	$192.50	n/a

Meals	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Meal Preparation Per Hour	$110.00	n/a	$165.00	$192.50	n/a
Meal Delivery Per Meal	Charged at Market Rate – E.g. $10.00 per meal				

Home Maintenance and Repairs Charged Hourly	Available Monday to Friday 8am to 6pm
Gardening	$125.50
Assistance with Home Maintenance and Repairs	$125.50
Expenses for Home Maintenance and Repairs	Charged at Market Rate – E.g. $150.00 per job (materials only)

No Worse Off Principle

The "No Worse Off" principle under the Support at Home program ensures that older Australians transitioning from the Home Care Packages (HCP) system will not be disadvantaged financially or in terms of care.

If you were receiving or approved for a Home Care Package on or before 12 September 2024, this principle guarantees:

- Your contribution will stay the same or be lower than what you paid under HCP.
- Your funding level will be maintained, and any unspent funds will carry over to the new program.
- If you were assessed as not required to pay an income-tested care fee, you will not be asked to contribute under Support at Home.

Use of Home Care Package Unspent Funds

When HCP recipients moved to Support at Home on 1 November 2025, any unspent funds—including government subsidies and personal contributions—were carried over into the new system. These funds can be used for approved services, equipment, or home modifications.

Clients must use their unspent funds before requesting a higher funding level. Monthly care statements will continue to show available balances, helping clients plan their care. For new Support at Home clients, only up to $1,000 or 10% of the quarterly budget (whichever is greater) will roll over each quarter.

Financial Hardship

If you're unable to afford your aged care contributions under the Support at Home program, you can apply for financial hardship assistance through Services Australia. This support helps cover costs for independence and everyday living services. Each application is assessed individually, considering your income, assets, and essential expenses.

Lifetime Cap

The Lifetime Cap ensures older Australians are protected from excessive aged care costs over time. Under Support at Home, there is a $130,000 lifetime cap on contributions for non-clinical services. This cap is combined with residential aged care contributions. Once reached, you won't pay further fees for eligible services.

Late Cancellations

You are encouraged to cancel services as soon as possible to avoid being charged for the service. If you cancel a scheduled service with less than 2 business days' notice (late cancellation) or fail to be present at the agreed location and time (no show), you will be charged for the service.

If there are reasonable grounds for the cancellation or no show, such as hospitalization, a health incident, or unexpected changes in informal support, please let us know and we will consider whether we can waive the late notice charge.

