

Support at Home

Services, Fees and Contributions

Effective - Effective 1 July 2026

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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 small contribution from you.

Clinical care services—like nursing, personal care and allied health—are 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 Fees

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 Care

Clinical services, such as nursing and allied health, are fully funded under the Support at Home program. This means that irrespective of your income and assets assessment outcome, you will not be asked to contribute towards the cost of any of the services.

Important update: From 1 October 2026, Personal Care services will be reclassified as Clinical services under the Support at Home program. This means Personal Care will become fully government-funded, and clients will no longer be asked to make a contribution towards the cost of Personal Care from that date. Your Care Manager will contact you ahead of October to discuss what this change means for your individual plan and budget.

Registered Nursing

Carexcell's Registered Nurses provide complex clinical care including wound management, medication administration, chronic disease support, and health assessments. RNs hold a university degree and are authorised to make independent clinical decisions and supervise other nursing staff.

Clinical	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 Nursing

Carexcell's Enrolled Nurses support clients with clinical tasks under the direction of a Registered Nurse, they assist with tasks like monitoring vital signs, administering medications, and supporting recovery.

Clinical	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
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

Carexcell's Nursing Assistants are qualified to support our clinical team, and your other medical professional team, to provide you with care and monitor your wellbeing.

Clinical	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
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

Other allied health services, such as physiotherapy, dietician and social work will be provided using Associate Providers of Carexcell.

Independence

Carexcell's independence services support you to remain independent at home, remain active, safe, and connected with your home and communities. Full pensioners will be asked to contribute 5% of the hourly rate towards the service. For all other people you may be asked to contribute between 5% and 50% of the hourly rate, depending on your income and assets assessment.

Your Care Manager can help you choose the right supports and understand any costs involved.

Personal Care

Help with daily tasks like showering, dressing, grooming, and using the toilet. It supports your comfort, dignity, and independence at home. Services are tailored to your needs.

Independence	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
Short Service (30min)	\$80.00	\$91.50	\$116.00	\$136.00	\$160.00
Short Service (45min)	\$105.00	\$120.00	\$152.00	\$178.50	\$209.50

Social Support and Community Engagement

Social support helps you stay connected and engaged with others. It may include group activities, outings, or companionship visits. These services aim to reduce loneliness, support mental wellbeing, and encourage active participation in your community.

Respite

Our respite service gives your carers a break while ensuring you continue receiving safe, quality care. Support may be provided at home or in the community, for a few hours or longer periods. It helps maintain wellbeing for both you and your carer.

Independence	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Social, Community Engagement and Respite per Hour	\$119.00	\$129.50	\$163.50	\$191.50	\$225.00

Direct Transport

Our team will support you from your home to your destination and back again. This service helps you access the community for essential activities such as medical appointments, social events and shopping. The fee covers the cost of staff time and any distance covered and often is used adjacent to other service types.

Independence	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Direct Transport - Charged in 15min increments	\$ 49.00	\$56.50	\$71.00	\$83.50	\$98.00

Indirect Transport

This service includes the use of taxis or other ride-share services. Carexcell can support with organising vouchers for eligible people. These services will be discussed with you in advance to ensure they meet your needs and are within budget.

Assistive Technologies and Home Modifications

These services will be quoted on an individual needs basis and must align with the Assistive Technology and Home Modifications Scheme list. The coordination of both assistive technology and home modifications is not covered by Care Management costs. The following charges apply:

Assistive Technology: 10% of the price or \$500.00, whichever is lower.

Home Modifications: 15% of the price or \$1500.00, whichever is lower.

All costs will be agreed to with you before any purchase is made.

Everyday Living

Carexcell's everyday living services help with routine tasks like cleaning, laundry, meal preparation, and personal care. 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

Domestic Assistance includes help with household tasks like cleaning, laundry, and tidying to keep your home safe and comfortable. This service also includes accompanied and unaccompanied shopping.

Meal Preparation

Meal Preparation includes help with planning, cooking, and serving meals to support nutrition and wellbeing. Services may involve preparing meals in your home or delivering ready-made meals. Support is tailored to your dietary needs and preferences.

Everyday Living	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Domestic Assistance Per Hour	\$115.00	n/a	\$165.00	\$192.50	n/a
Meal Preparation Per Hour	\$110.00	n/a	\$165.00	\$192.50	n/a

Home Maintenance

Home Maintenance includes minor repairs, safety checks, and upkeep tasks like repairing fixtures, replacing bulbs, and clearing paths. It also covers lawn mowing, garden tidying, and basic outdoor maintenance to keep your home safe and accessible.

Everyday Living	Monday to Friday 6am to 8pm	Monday to Friday 8pm to 6am	Saturday	Sunday	Public Holiday
Home Maintenance per Hour	\$125.50	n/a	n/a	n/a	n/a

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.

Rostering

Please note that on occasions we may only be able to provide your choice of time and worker by charging a minimum of two (2) hours service. This is due to our obligations to pay staff in accordance with their relevant awards. At all times, we will work with you to find the most cost-effective solution that meets your needs.