

# Support at Home

(From November 2025)

## Fees and Charges 2025

Service Categories	Service Types	Services	Unit	Weekday 6am-8pm	Weeknight 8pm-6am	Saturday Flat	Sunday & Public Holidays Flat
<b>Clinical Support</b> Maintain or regain functional and/or cognitive capabilities	Nursing Care	• All	Hour	\$150.00	\$174.11	\$186.91	\$247.72
		• Care Consumables	/	Needs Based			
	Allied Health Services	• All <b>Quote</b>	Hour	\$250.00	\$290.18	\$311.53	\$412.87
	Care Management	• All Services	Hour	\$120.00	NA	NA	NA
	Restorative Care Management	• All <b>Quote</b>	Hour	\$150.00	\$174.11	\$186.91	\$247.72
<b>Independence</b> Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently	Personal Care	• All	Hour	\$100.00	\$116.07	\$124.61	\$165.15
	Social Support and Community Engagement	• All	Hour	\$99.00	\$114.91	\$123.36	\$163.50
	Therapeutic Services for Independent Living	• All <b>Quote</b>	Group	Hour	\$50.00	\$58.04	\$62.31
			Individual	Hour	\$200.00	\$232.15	\$249.22
	Respite Care	• All	Hour	\$99.00	\$114.91	\$123.36	\$163.50
	Transport	• All	Trip	\$70.00	\$70.00	\$70.00	\$70.00
	Assistive Technology & Home Modifications	• All <b>Quote</b>	Case	Needs Based (Approval/Quote apply)			
<b>Everyday Living</b> Assist older people to keep homes in a liveable state to stay independent	Domestic Assistance	• All	Hour	\$95.00	\$110.27	\$118.38	\$156.89
	Home Maintenance and Repairs	• All <b>Quote</b>	Hour	\$150.00	NA	NA	NA
	Meals	• Meal Preparation	Hour	\$95.00	\$110.27	\$118.38	\$156.89
		• Meal Delivery <b>Quote</b>	Meal	\$15.00	\$17.41	\$18.69	\$24.77

Source: [Support at Home Service List \(Department of Health, Disability and Ageing\)](#)

## Standard Participant Contribution Rates from 1 November 2025 \*

Age Pension status	Clinical Care	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

Source: [Support at Home Participant Contributions \(My Aged Care\)](#)

\* The 'no worse off principle' applies to anyone who was receiving a Home Care Package or approved for a package on 12 September 2024. These participants will make contributions on Support at Home that are the same, or lower, than they did on Home Care Packages Program. This is even if they are re-assessed into a higher Support at Home classification later.

1. If not having to pay fees for Home Care Packages as at 12/09/2024, you will never pay for Support at Home.
2. If required to pay for Home Care Packages as at 12/09/2024, you will pay the same or less for Support at Home.

## Service Description

Service Categories	Service Types	Services
<b>Clinical Support</b>	Nursing Care	Providing you clinical care, treatment, therapy, and intervention <ol style="list-style-type: none"> <li>1. Registered nurse clinical care - Providing specialised clinical nursing care, such as assessments and administering medicine.</li> <li>2. Enrolled nurse clinical care - Providing clinical nursing care, such as managing wounds and monitoring pulse, blood pressure, etc.,</li> <li>3. Nursing assistant clinical care - Providing clinical nursing care under a nurse's supervision, and</li> </ol>
		<ol style="list-style-type: none"> <li>4. Nursing care consumables - Specialised nursing products such as prescribed skin emollients that would not ordinarily be carried by a nurse.</li> </ol>
	Allied Health Services	Healthcare professionals who prevent, diagnose, treat, and rehabilitate people such as podiatrists and physiotherapists, including <ol style="list-style-type: none"> <li>1. Physiotherapy,</li> <li>2. Podiatry,</li> <li>3. Social work,</li> <li>4. Speech pathology,</li> <li>5. Exercise physiology,</li> <li>6. Occupational therapy,</li> <li>7. Psychology,</li> <li>8. Allied health assistance,</li> <li>9. Music therapy,</li> <li>10. Counselling or psychotherapy, and</li> <li>11. Diet or nutrition.</li> </ol>
	Care Management	Help making, co-ordinating, and reviewing your ongoing care plan, including ongoing care needs, goals, preferences and budget.
	Restorative Care Management	Help making, co-ordinating, and reviewing your restorative care plan, including restorative care needs, goals, preferences and budget.
<b>Independence</b>	Personal Care	Services if you need help with bathing, hygiene, dressing, mobility, and communication, including <ol style="list-style-type: none"> <li>1. Assistance with self-administration of medications - help to take medication independently, e.g., arranging pharmacist-prepared Webster packs,</li> <li>2. Assistance with self-care and activities of daily living - help with showering, self-care, hygiene, brushing hair, cleaning teeth and shaving, and</li> <li>3. Continence management - non-clinical, such as assistance changing aids.</li> </ol>
	Social Support and Community Engagement	Providing ethno-specific, language appropriate and culturally safe social support to keep you connected, <ol style="list-style-type: none"> <li>1. Accompanied activities - Contact and company at appointments or other activities,</li> <li>2. Cultural support - Support and company at cultural and community events,</li> <li>3. Individual social support - Transportation and help with socialising, such as visiting friends,</li> <li>4. Group social support - Transportation and help at community events,</li> <li>5. Assistance to maintain personal affairs - Help to manage and maintain personal affairs, such as preparing to sell your home or arranging a will, and</li> <li>6. Digital education and support - Help to access digital learning, such as paying bills online, or accessing telehealth,</li> </ol>
	Therapeutic Services for Independent Living	Therapies to support your health and well-being, including <ol style="list-style-type: none"> <li>1. Art therapy,</li> <li>2. Diversional therapy,</li> <li>3. Osteopathy,</li> <li>4. Remedial massage,</li> <li>5. Acupuncture, and</li> <li>6. Chiropractic.</li> </ol>
	Respite Care	Support at home, in a centre, or at an aged care home to give you and your carer a short break, including <ol style="list-style-type: none"> <li>1. Community and centre-based respite - Day respite at a centre or aged care home,</li> <li>2. Flexible respite - Day or overnight respite at home or in the local community.</li> </ol>

Service Categories	Service Types	Services	
	Transport	Help getting you to appointments, events, and everyday errands, including <ol style="list-style-type: none"> <li>1. Direct transport - Transport with a driver and car provided to connect you to your usual activities,</li> <li>2. Indirect transport - Taxi or rideshare vouchers to connect you to your usual activities.</li> </ol>	
	Assistive Technology and Home Modifications	Assistive Technology	<ol style="list-style-type: none"> <li>1. Assistive technology prescription and clinical support - Identifying equipment to best help regain or maintain physical, functional, or cognitive ability,</li> <li>2. Communication and information management products - Sourcing and supply of prescribed equipment, such as voice amplifiers and page turners,</li> <li>3. Domestic life products - Sourcing and supply of prescribed equipment, such as non-slip plates and touch lights,</li> <li>4. Managing body functions - Sourcing and supply of prescribed equipment such as compression garments and reaching devices,</li> <li>5. Mobility products - Sourcing and supply of prescribed equipment, such as wheelchairs and walking frames, and</li> <li>6. Self-care products - Sourcing and supply of prescribed equipment, such as dressing aids and incontinence alarms.</li> </ol>
		Home Modifications	<ol style="list-style-type: none"> <li>1. Home modifications prescription and clinical support - Identifying home modifications to help with physical, functional, or cognitive ability, and</li> <li>2. Home modification products - Sourcing and supply of prescribed modifications, such as grab rails and non-slip surface protectors.</li> </ol>
	Domestic Assistance	Help with general cleaning, shopping, laundry, and other jobs around your home, including <ol style="list-style-type: none"> <li>1. General house cleaning - Help with taking out the rubbish, vacuuming, watering plants, and more,</li> <li>2. Laundry services - Help with home laundry, such as loading and unloading machines, folding, and ironing, and</li> <li>3. Shopping assistance - Shopping together or helping with shopping to be home-delivered.</li> </ol>	
<b>Everyday Living</b>	Home Maintenance and Repairs	Services to keep your home and garden safe and liveable, including <ol style="list-style-type: none"> <li>1. Assistance with home maintenance and repairs - Essential minor repairs, such as replacing lightbulbs or replacing broken door handles,</li> <li>2. Expenses for home maintenance and repairs - Expenses related to repairs, including purchasing small items such as a door handle or tap, and</li> <li>3. Gardening - Light gardening, such as weeding, mowing and pruning.</li> </ol>	
	Meals	Providing safe and appetising food and drink to help you continue to eat well and stay hydrated, including <ol style="list-style-type: none"> <li>1. Meal preparation - Help with meal preparation, such as peeling, chopping, and using cooking utensils, and</li> </ol>	
		<ol style="list-style-type: none"> <li>2. Meal delivery - Delivery of pre-prepared meals.</li> </ol>	

Please always check with your case coordinator if you have any query or call us on 02 9621 6633.

**SydWest Multicultural Services Limited**