

# Support at Home Services Prices

EFFECTIVE 1ST NOVEMBER 2025

Healthcare Australia (HCA) offers a range of services to enable you to live at home and be part of your community. You can access these services if you are in receipt of Government funding through Support at Home.

**Contact Healthcare Australia on 1300 422 111 (option 2)**

**Rural NSW Contact Healthcare Australia on 1300 698 693**

## Everyday living

Support to help you keep your home in a liveable state and maintaining your independence.

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Domestic assistance	General house cleaning	Per hour	\$112.50	\$168.75	\$196.75	\$225.00
	Laundry services	Per hour	\$112.50	\$168.75	\$196.75	\$225.00
	Shopping assistance	Per hour	\$112.50	\$168.75	\$196.75	\$225.00
Home maintenance and repairs	Gardening	Per hour	\$110.00	NA		
	Assistance with home maintenance and repairs	Per hour	Quote will be obtained from an approved associate provider			
	Expenses for home maintenance and repairs - Labour	Per hour				
	Expenses for home maintenance and repairs – Products	Per item				
Meals	Meal preparation (at participant’s home by SHC staff)	Per hour	\$112.50	\$168.75	\$196.75	\$225.00

	Meal delivery	Per full meal	\$23.00	Includes pre-made meal and delivery
Meals	Meal delivery	Small Meal	\$17.50	Includes pre-made meal and delivery
		Soups, snacks etc	\$14.00	

## Independence

Support delivered to help you manage activities of daily living live independently.

Service Type	Services	Pricing Unit	Weekday 6am-6pm	Saturday	Sunday	Public Holiday
Personal care	Assistance with self-care and activities of daily living	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Assistance with the self-administration of medication	Per 30 mins	NA			
	Continence management (non-clinical)	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
Social support and community engagement	Group social support	Per hour	\$90	NA		
	Individual social support	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Accompanied activities	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Cultural support	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Club	Per hour/session	\$65.00			
	Digital education and support	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Assistance to maintain personal affairs	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
	Expenses to maintain personal affairs	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
Therapeutic services for independent living**	Remedial massage	Per session	\$194.50	NA		
	Osteopathy	Per session	\$194.50			
	Acupuncture	Per session	\$194.50			
	Chiropractic	Per session	\$194.50			
	Diversional therapy	Per session	Quote will be obtained from an approved associate provider			
	Art therapy	Per hour				

Respite	Flexible respite	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
Respite	Community and centre-based respite	Per hour	\$119.50	\$179.25	\$209.25	\$239.00
Transport (taxi services can also be arranged) Maximum time & distances apply	Direct transport(<20km)	Per trip	\$55.00	\$82.50	\$96.25	\$110.00
	Direct transport (21-50km)	Per trip	\$85.00	\$102.50	\$116.25	\$130.00
	Direct transport(51-100km)	Per trip	\$105.00	\$122.50	\$136.25	\$150.00
Assistive technology and home modifications	Assistive Technology – Equipment and Products	Per item	Quote will be obtained from an approved associate provider			
	Home modifications - Products	Per item				
	Home modifications - Labour	Per hour				

## Clinical

Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.

Service Type	Services	Pricing Unit	Weekday – 6am-6pm	Saturday	Sunday	Public Holiday
	Registered Nurse	Per hour	\$194.50	\$292.50	Not available	
	Enrolled Nurse	Per hour	\$154.50	\$225.00		
		Nursing care consumables	Per item	Price provided based on item required – such as continence aids, prescribed skin emollients, etc		
Allied health and other therapeutic services (9am-5pm)	Allied health assistance	Per hour	\$170.00	Not available		
	Diet or nutrition	Per hour	\$250.00			
	Exercise physiology	Per hour	\$180.00			
	Music therapy	Per hour	\$210.00			
	Occupational therapy	Per hour	\$250.00			
	Physiotherapy	Per hour	\$210.00			
	Podiatry	Per hour	\$180.00			
	Psychology	Per hour	\$255.00			
	Social work	Per hour	\$230.00			

Allied health and other therapeutic services (9am-5pm)	Speech pathology	Per hour	\$230.00	Not available
	Supervised exercise groups	Per session	\$50.00	
	Virtual Music therapy	Per session	\$90.00	
Care management	Care management	Per hour	\$130.00	
	Clinical care partner	Per hour	\$165.50	
Nutrition	Prescribed oral or enteral nutrition	Per item	Quote will be obtained from an approved associate provider	

## Group Social Activities

HCA offers their customers a range of social and community activities in person and online, prices will be provided for these per event.

## Administrative Fees

Assistive Technology and Home Modification purchases will attract an administrative fee:

- Assistive Technology fee: 7.5% or cap of \$500
- Home Modifications fee: 10% of cap of \$1500

## Cancellations

If you are not at home or cancel (for a non-emergency) with less than 48 hours' notice, the full cost of the services scheduled may be charged.

## Exit Fee

You can cease your services at any time providing 30 days written notice. HCA does not charge any exit fee.

## Note

Services are provided by HCA qualified staff or approved associated providers under formal agreements to ensure quality, consistency, and compliance with Support at Home guidelines.

Prices are subject to change per the terms of our agreement.