

Summary of Home Care prices – 01 November 2025 to improve the transparency of Home Care Package pricing, Enhance Supports and Services have reflected on prices for common care services.

Participant contributions may apply depending on income assessment

Clinical Supports (Per hour)	Weekday 6am- 7pm	Evening 7pm- 10pm	Saturday	Sunday	Public Holiday
Nursing care -Registered nurse	\$150	\$188	\$225	-	-
Nursing care - Enrolled nurse	\$140	\$175	\$195	-	-
Nursing care - Nursing assistant	\$110	\$138	\$165	-	-
Nursing services on weekends and public holidays are available upon request and subject to staff availability					
Allied Health rates cover both direct (face-to-face) and indirect (non-face-to-face) professional activities related to participant care. This includes therapy, assessments, documentation, reporting, and collaboration with other providers. A single standard rate applies to ensure transparency and continuity of care. (Per hour)	Weekday 6am- 7pm	Evening 7pm- 10pm	Saturday	Sunday	Public Holiday
Allied health and other therapeutic services - Aboriginal and Torres Strait Islander health practitioner, Aboriginal and Torres Strait Islander health worker, Counsellor or psychotherapist, Social worker, Exercise physiologist, Music therapist, Psychotherapist, Dietitian or nutritionist,	\$195	-	-	-	-
Allied health and other therapeutic services -Psychologist, Speech pathologist	\$250	-	-	-	-
Allied health and other therapeutic services - Occupational therapist	\$220	-	-	-	-
Allied health and other therapeutic services - Allied health therapy assistant	\$120	-	-	-	-
Restorative care management -Home support restorative care management	\$150	-	-	-	-
Allied health and other therapeutic services - Physiotherapist, Podiatrist, (per unit)	\$195	-	-	-	-
Item Type /Consumables (Per unit)	Description / Examples		Costing Approach		
Standard Nursing Consumables -	Bandages, dressings, gloves, antiseptics – used during routine clinical visits		Included in service rate		
Specialised Consumables	Incontinence products, wound care kits, or specific medical consumables required regularly		Charged at cost or via Nursing Care Consumables service line		

Independence (per hour)	Weekday 6am-7pm	Evening 7pm- 10pm	Saturday	Sunday	Public Holiday
Personal Care - Assistance with self-care and activities of daily living, Assistance with the self-administration of Medication, Continence management (non-clinical)	\$100	\$138	\$143	\$168	\$190
Social support and Community engagement - Individual social support, accompanied activities, Cultural support, Digital education and support, Assistance to maintain personal affairs, Expenses to maintain personal affairs	\$100	\$138	\$143	\$168	\$190
Social support and Community engagement - Group social support (Centre based/ Community / outing-based group) with community transport (subject to radius)	\$150	-	-	-	-
Facilitated small-group programs that promote social connection, independence, and participation in meaningful community activities. Sessions may include centre-based activities, community outings, or group excursions. ** Community transport provided via community vehicle (subject to service radius), No additional kilometre (km) charges apply when participants travel via the community bus. Admission or venue entry fees along with meal fees (where applicable) may be charged at cost (Per Unit)					
Exercise and other activities/Classes during Social Support Group engagement (Per Unit)	\$25	-	-	-	-
Social support and Community engagement - Group social support (Centre based/ Community / outing-based group) (One-on-One Support) Individual or small-group social support delivered at the centre or in the community to promote independence, confidence, and social participation. Includes flexible one-on-one assistance where required. Admission, venue, or meal costs (where applicable) are charged at cost.	\$100	-	-	-	-
Therapeutic services for independent living Acupuncturist Chiropractor Diversional therapist	\$195	-	-	-	-

Remedial masseuse Art therapist Osteopath					
Respite	\$100	\$138	\$143	\$168	\$190

Everyday Living (per hour)	Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public Holid ay
Domestic assistance - General house cleaning, Laundry services	\$100	\$138	\$143	\$168	\$190
Domestic assistance - Shopping assistance (Inc KMS applicable under Transport – Direct)	\$100	\$138	\$143	\$168	\$190
Home maintenance and repairs – Gardening	\$100	\$138	\$143	\$168	\$190
Home maintenance and repairs –Assistance with home maintenance and repairs, Expenses for home maintenance and repairs	Subject to quote provided				
Meals - Meal preparation, Meal delivery (Indirect Meals On Wheels) Delivery of meals to participants at home to support nutrition and independence. Meals may be: Standard meals: typical menu options prepared for general dietary needs Culturally appropriate meals: meals tailored to participant’s cultural, religious, or dietary requirements (Halal, Kosher, vegetarian, vegan, or culturally specific cuisines) Meal charges will vary depending on type of meal and delivery arrangements. Charges include meal preparation, ingredients, and delivery within the provider’s service radius. Delivery charges may increase on weekends or public holidays	Standard Meal Delivery \$12–\$20 Includes delivery; participant contribution applies		Culturally Appropriate Meal Delivery \$16–\$25 Includes sourcing, preparation, and delivery; participant contribution applies		
Meals - Meal preparation, Meal delivery (Direct Support staff) Delivery of meals to participants at home to support nutrition and independence. Meals may be: Standard meals: typical menu options prepared for general dietary needs Culturally appropriate meals: meals tailored to participant’s cultural, religious, or dietary requirements (Halal, Kosher, vegetarian, vegan, or culturally specific cuisines) Meal charges will vary depending on type of meal and delivery arrangements. Charges include meal preparation, ingredients, and delivery within the provider’s service radius. Delivery charges may increase on weekends or public holidays	Standard Meal Delivery \$100.00 Includes delivery; participant contribution applies				

Travel and Associated Costs				
Transport (Direct transport (driver and car provided) Indirect transport (taxi or rideshare service vouchers)				
Direct Transport supply of a driver and vehicle (e.g. in-house car or community bus) to take the participant from home / pick-up point to their destination. (Door-to-door transport by provider vehicle)				
Indirect Transport is when you supply taxi or rideshare vouchers and the cost is deducted from the participants budget(Cost at invoice or voucher rate, deducted from participant's budget)				
Item	Description	Rate / Cost		
Transport – Direct (Driver + Vehicle)	Door-to-door transport by provider vehicle (within service radius)	1–20 km/30min: \$70	20–50 +km:/1hr \$150	Additional KM will be confirmed and agreed to with participant
Transport – Indirect	Taxi or rideshare vouchers arranged through provider	Cost at invoice or voucher rate, deducted from participant's budget		
Transport public holidays (A 25% on base rate will apply)				
Assistive technology and home modifications (Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair.) A management, procurement and administration fee of 15% will be added purchases such as: Assistive Technology & Home Maintenance [AT-HM], Aids and Equipment, Consumables			Subject to funding tier	
Exiting Home Care/ Changing Provider			\$0	

Cancellation and no-show policy		
Condition	Definition	Charge
Late Cancellation	Less than 2 business days' notice before scheduled service	Full-service charge applies
No Show	Participant does not present at agreed time and location without notice	Full-service charge applies

Reasonable Exception	Hospitalisation, illness, or emergency situations	Waived upon evidence or discussion
Enhance Supports and Services will be eligible to be paid in full for a service, and a participant contribution may also be charged, if Enhance Supports and Services: • had committed to deliver a funded aged care service from the Support at Home service list, or • had committed to deliver assistive technology, or home modification, and • were prevented, at no fault of the provider, from delivering the service as the participant was deemed to be a late cancellation or 'no show'. A late cancellation occurs when a participant provides less than 2 business days' notice of a cancellation to a scheduled service. A 'no show' occurs when a participant is not present at the agreed place or at the agreed time of a scheduled service. (Cancellation fee applies)		

Care Management 10% -A care management fee of 10 % applies to support coordination, planning, monitoring, reviews, and participant support as per Support at Home Guidelines (2025).
This fee covers care planning, budget management, communication, risk management, and education.

Care management \$150.00 per hour (The minimum duration of this care management activity is 15 minutes)

Care management for ongoing services – included activities	Care management involves initial and ongoing
• Care Planning • Identify needs, goals, preferences, and supports. • Assist in understanding approved services and budgets. • Develop and review care plans, service agreements, and risk assessments. • Support with advance care planning if required. • Service Planning & Management • Coordinate and manage delivery of aged care services. • Communicate with participants, carers, supporters, and care staff. • Incorporate cultural needs and preferences. • Manage budgets, order consumables, and support transitions between care settings. • Monitoring, Review & Evaluation • Ongoing care discussions and case conferencing. • Regular review of care notes and needs. • Monitor risks to health, safety, and wellbeing. • Evaluate goals, service quality, and outcomes. • Support & Education • Support informed decision-making and respect participant rights. • Organise interpreters or translated materials. • Promote wellness and reablement approaches. • Provide independent advice, health education, and system navigation. • Support participants to provide feedback or make complaints (but not investigate or resolve them).	• Understanding of rights and obligations and the establishment and review of • service agreements • Care planning • Service planning and management • Development, review and evaluation of a participant's care plan and • quarterly budget • Monitoring of services provided • Provision of information and education about the participant's care • and services • Support to connect to health and other services when needed • Assistance to request a Support Plan Review, if needed. • Care planning

*** Fees subject to changes to Government subsidy rate increases**

Self-Managed /Third Party Services

Enhance Supports and Services provides services to self-managed participants under the same standard rates as listed in the Schedule of Standard Service Rates.
 Key points for self-managed participants:
 Direct Payment: Participants (or their representatives) pay invoices directly for services provided.
 An overhead will be charged at 10% of the actual cost of all third-party services and will be applied to all invoices for self-managed/ third-party services/workers.
 Per hour means the price is charged for each hour of service provided.- you are billed based on the actual time the worker spends providing the service.
 ** (per unit) Per unit" means the price is charged for each set amount of time or service delivered.

Enhance Supports and Services is committed to full transparency and compliance with the Support at Home Program Guidelines (2025)

Our commitment to transparency and participant rights:

Itemised Invoicing: All invoices will show a clear breakdown of each service provided, including duration, date, and any associated charges

Informed Consent: Participants (or their representatives) will review and sign a Service Agreement confirming their understanding and consent to all charges prior to service commencement.

Fee Adjustments: Any changes to fees will be communicated with reasonable notice, and participant agreement will be obtained before implementation.

Ongoing Review: Enhance Supports and Services will regularly review pricing to ensure it remains consistent with Government subsidy rates and Support at Home program requirement