

Summary of Home Care prices – 01 July 2026 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) – Nursing services on weekends and public holidays are available upon request and subject to staff availability. The same rate applies to both direct and indirect services unless otherwise specified.			Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public holiday
Nursing care -Registered nurse			\$170	\$200	\$240	-	-
Nursing care - Enrolled nurse			\$150	\$188	\$210	-	-
Nursing care - Nursing assistant			\$120	\$150	\$180	-	-
Allied health and other therapeutic services - Aboriginal and Torres Strait Islander health practitioner			\$205	-	-	-	-
Allied health and other therapeutic services - Aboriginal and Torres Strait Islander health worker,			\$205	-	-	-	-
Allied health and other therapeutic services - Counsellor or psychotherapist,			\$205	-	-	-	-
Allied health and other therapeutic services - Social worker,			\$205	-	-	-	-
Allied health and other therapeutic services - Exercise physiologist			\$205	-	-	-	-
Allied health and other therapeutic services - Music therapist			\$205	-	-	-	-
Allied health and other therapeutic services - Psychotherapist			\$205	-	-	-	-
Allied health and other therapeutic services - Dietitian or nutritionist			\$205	-	-	-	-
Allied health and other therapeutic services -Psychologist, Speech pathologist			\$260	-	-	-	-
Allied health and other therapeutic services - Occupational therapist			\$260	-	-	-	-
Allied health and other therapeutic services - Allied health therapy assistant			\$160	-	-	-	-
Restorative care management -Home support restorative care management			\$160	-	-	-	-
Allied health and other therapeutic services - Physiotherapist, Podiatrist, (Direct and Indirect)			\$210	-	-	-	-
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					
Specialized Consumables	Incontinence products, wound care kits, or specific medical consumables required regularly	Charged at the supplier's invoiced cost where applicable.					

Independence (per hour)	Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public Holiday
Personal Care - Assistance with self-care and activities of daily living,	\$114	\$150	\$156	\$183	\$208
Personal Care - Assistance with the self-administration of Medication	\$114	\$150	\$156	\$183	\$208
Personal Care -Continance management (non-clinical)	\$114	\$150	\$156	\$183	\$208
Social support and Community engagement - Individual social support (no travel)	\$114	\$150	\$156	\$183	\$208

Accompanied Activities and Services (Including Travel) When staff accompany a participant to community activities, appointments, or social engagements, and travel kilometers are included as part of the service, the support is billed at a higher rate to cover travel time and vehicle costs. This may include Social Support and Community Engagement such as: - Individual or small-group activities delivered in the community or at a centre to promote independence, confidence, and social participation. - Flexible one-on-one assistance for outings, appointments, or community events (Admission, venue, or meal costs are generally not included unless otherwise agreed with the participant)	\$120	\$150	\$156	\$183	\$208
Social support and Community engagement - Cultural support,	\$114	\$150	\$156	\$183	\$208
Social support and Community engagement - Digital education and support,	\$114	\$150	\$156	\$183	\$208
Social support and Community engagement - Assistance to maintain personal affairs	\$114	\$138	\$143	\$168	\$190
Social support and Community engagement - Expenses to maintain personal affairs	Quotation provided prior to service.				
Social support and Community engagement - Group social support (Centre based/ Community / outing-based group) with community transport (subject to radius) - (Per Unit) 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 kilometer (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	\$125	-	-	-	-
Social Support and Community Engagement – Individual Support to Attend Group Activities (1:1) Participants who require dedicated one-to-one support to attend a Social Support Group may receive Individual Social Support in addition to the Group Social Support service. This service includes a Support Worker providing individual assistance throughout the duration of the activity, including transport (where agreed), personal support, supervision, mobility assistance, communication support, and participation in the group program. Charges may include: Individual Social Support (1:1): Charged at the applicable hourly rate for the duration of support provided. Group Social Support Participation Fee: \$50.00 per session to contribute towards the planning, coordination, facilitation, venue costs, group activities and administration of the organised Social Support Group. This option is available where a participant: - requires dedicated one-to-one support to safely participate in a group activity; - is unable to access the community bus; or - chooses to travel with their own Support Worker rather than utilise the community transport provided. Any admission fees, meals or third-party costs are additional unless otherwise agreed.	\$50	-	-	-	-
Exercise and other activities and or classes during Social Support Group engagement (Per Unit)	\$25	-	-	-	-
Therapeutic services for independent living - Acupuncturist	\$205	\$250	-	-	-

Therapeutic services for independent living - Chiropractor	\$205	\$250	-	-	-
Therapeutic services for independent living - Diversional therapist	\$205	\$250	-	-	-
Therapeutic services for independent living - Remedial masseuse	\$205	\$250	-	-	-
Therapeutic services for independent living - Art therapist	\$205	-	-	-	-
Therapeutic services for independent living - Osteopath	\$205	-	-	-	-
Respite - Home or community general respite and or Flexible respite	\$114	\$150	\$156	\$183	\$208

Everyday Living (per hour)	Weekday 6am-7pm	Evening 7pm-10pm	Saturday	Sunday	Public Holiday
Domestic assistance - General house cleaning Routine household cleaning provided by a Support Worker to maintain a safe, clean and hygienic home environment. May include vacuuming, mopping, dusting, bathroom and kitchen cleaning, making beds and other routine household tasks.	\$114	\$150	\$156	\$183	\$208
Domestic assistance - Deep Cleaning Services - Deep cleaning is provided by an external contractor where requested or where the participant's needs exceed the scope of routine domestic assistance via support staff.	\$125	\$170	\$156	\$183	-
Domestic assistance - laundry services	\$114	\$150	\$156	\$183	\$208
Shopping assistance (Inc KMs)	\$120	\$150	\$156	\$183	\$208
Home maintenance and repairs – Gardening	\$120	\$150	\$156	\$183	\$208
Home maintenance and repairs –Assistance with home maintenance and repairs, Expenses for home maintenance and repairs	Subject to quote provided				
Meals - Meal preparation (Direct Support staff) - Preparing meals in the participant's home.	\$114				
Meals - Meal delivery (Direct Support staff)	\$80.00				
Meals - (Indirect E.g. 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, Texture-modified meals) • Culturally specific providers) Meal charges are based on the external supplier's current pricing and may vary depending on the participant's dietary requirements, meal size, supplier and delivery location. Any participant contribution will be discussed before services commence.	Standard Meal Delivery \$15–\$28 Includes delivery; participant contribution applies			Culturally Appropriate Meal Delivery \$20–\$32 Includes sourcing, preparation, and delivery; participant contribution applies	
The cost of meals will vary depending on the quantity ordered and the external provider engaged.					

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 participant's budget (Cost at invoice or voucher rate, deducted from participant's budget)

Item	Description	Rate / Cost
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Transport – Direct (Driver + Vehicle)	Door-to-door transport by provider vehicle (within service radius)	Up to ~10 km / ~30 mins Short trip \$75	~10-15 km / ~45 mins Regular Trip 110	15 km+ / ~60 min (and beyond) Long Trip 140
Additional Distance \$1.20/km (by agreement)				
If travel exceeds the agreed distance, extra kilometers will be confirmed with participant prior to proceeding				
Transport – Indirect (Taxi or rideshare vouchers arranged through provider)		Cost at invoice		
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 approval under the Assistive Technology and Home Modifications Scheme.		
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) Cancellation charges will only apply where permitted under the Support at Home Program Rules and where the participant has agreed to these conditions within their Service Agreement.		

Care Management 10% Care Management is funded in accordance with the Support at Home Program funding arrangements. Enhance Supports and Services allocates 10% of the participant's budget towards care management activities. This covers care planning, coordination, monitoring, reviews, communication, risk management and participant support. Care management activities are recorded and charged against the participant's allocated care management budget at the applicable hourly rate.	
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:

Itemized 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

Participants will receive an updated Schedule of Fees whenever pricing changes.

Associated (Third-Party) Provider Services

Where Enhance Supports and Services arranges services through an associated or external provider, the participant will be charged the external provider's invoiced cost.

An administration and coordination fee of 10% of the external provider's invoiced cost will also apply. This fee contributes to the costs associated with sourcing providers, obtaining quotations, coordinating services, scheduling, quality oversight, invoice processing, payment administration, and ongoing communication.

All associated provider costs and the applicable administration fee will be discussed with and agreed by the participant before services are arranged. No additional costs will be incurred without the participant's informed consent.

CONTRIBUTION GUIDANCE:

Participant contribution rates are determined by Services Australia and may change following reassessment. Enhance Supports and Services does not determine participant contribution rates.

For participants receiving or approved to receive a Home Care Package on or before 12 September 2024 and not liable to pay an income-tested care fee:

- You will pay no contributions for any service on the Support at Home service list, even if you change services or classification.

For participants receiving or approved to receive a Home Care Package on or before 12 September 2024 and liable to pay an income-tested care fee:

- You will pay a 0% contribution for Clinical Supports service types.
- You will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
- There will be a cap on your total contribution amounts equivalent to your income-tested care fee amount.
- You will pay monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- If you have a pension or income support payment, or a Commonwealth Seniors Health Card, Services Australia will use information it holds on your income to assess your contribution rate.
- If you are a self-funded retiree, Services Australia will ask you to provide information about your income. If you don't, you will be asked to pay the highest contribution rate of 25%.

For participants approved to receive a Home Care Package after 12 September 2024, who are full pensioners:

- You will pay a 0% contribution for Clinical Supports service types.
- You will pay a 5% contribution for Independence service types.
- You will pay a 17.5% contribution for Everyday Living service types.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
- It is estimated that you will pay monthly for Independence and for Everyday Living services

For participants approved to receive a Home Care Package after 12 September 2024, who are Commonwealth Seniors Health Card holders:

- You will pay a 0% contribution for Clinical Supports service types.
- If you pay an income tested care fee, you will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
- It is estimated that you will pay monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- Services Australia will use information about your income that it holds to assess your individual contribution rates. You will also need to provide information on your assets to Services Australia.

For participants approved to receive a Home Care Package after 12 September 2024, who are self-funded retirees:

- You will pay a 0% contribution for Clinical Supports service types.
- If you pay an income tested care fee, you will move from a daily fee to a contribution that is based on the cost of services you use.
- You will only pay for services that you use. If you don't receive any services, you won't pay anything.
- It is estimated that you will pay \$monthly for Independence and for Everyday Living services. These amounts may be updated when Services Australia provides an individual assessment of your contribution rates.
- Services Australia will ask you to provide information about your income and assets. If you don't, you will be asked to pay the highest contribution rate of 50% for Independence and 80%

From **1 October 2026**, Personal Care services under the Australian Government's Support at Home Program will be reclassified from the **Independence** service category to the **Clinical Supports** contribution category. As a result, eligible participants will **no longer be required to pay participant contributions for Personal Care services**.

Personal Care services will be fully funded by the Australian Government where:

- the participant has been approved for Personal Care services within their Support Plan; and
- sufficient Support at Home funding is available within the participant's allocated budget.

This change aims to improve access to essential Personal Care services, supporting participants to maintain their dignity, personal hygiene, health, independence, and overall wellbeing while remaining safely at home.