

# Support at Home *Price List*

Effective 1<sup>st</sup> November 2025



## Clinical support

Your contribution: 0% <sup>1</sup>

Clinical support services are here to help you regain your strength, mobility, and confidence at home. Care is provided by qualified health professionals who understand your individual needs.

**Nurses** visit you at home to support your health and recovery. Depending on the level of care you need, you may receive support from:

- An Enrolled Nurse – for general care such as wound dressing, medication administration, blood glucose and clinical monitoring.
- A Registered Nurse – for more complex care such as health assessments, ongoing wound care, medication management, injections, catheter/stoma/continence care, and chronic disease monitoring and education.

**Allied Health and Therapy** services can also help you stay safe and independent at home. These may include physiotherapy, occupational therapy, podiatry, and other supports that improve your functional ability and wellbeing.

| SERVICE TYPE                           | SERVICES                              | MINUTES | TYPE OF CARE <sup>2</sup> | Mon-Fri 8am-6pm | Mon-Fri After hrs                 | Saturday | Sunday | Public Holiday |
|----------------------------------------|---------------------------------------|---------|---------------------------|-----------------|-----------------------------------|----------|--------|----------------|
| Nursing care <sup>3</sup>              | Registered nurse                      | 60      | Direct                    | \$180           | \$240                             | \$240    | \$280  | \$310          |
|                                        |                                       | 30      | Direct                    | \$115           | \$155                             | \$155    | \$180  | \$200          |
|                                        |                                       | 60      | Indirect                  | \$180           | \$240                             | \$240    | \$280  | \$310          |
|                                        | Enrolled nurse                        | 60      | Direct                    | \$140           | \$185                             | \$185    | \$220  | \$245          |
|                                        |                                       | 30      | Direct                    | \$80            | \$105                             | \$105    | \$125  | \$140          |
| Allied health and therapeutic services | Exercise physiologist                 | 60      | Direct                    | \$250           | Price on application <sup>6</sup> |          |        |                |
|                                        | Group exercise session                | 60      | Direct                    | \$60            |                                   |          |        |                |
|                                        | Occupational therapist - in your home | 60      | Direct                    | \$250           |                                   |          |        |                |
|                                        | Occupational therapist - clinic based | 60      | Direct                    | \$210           |                                   |          |        |                |
|                                        | Occupational therapist                | 60      | Indirect                  | \$250           |                                   |          |        |                |
|                                        | Physiotherapist - in your home        | 60      | Direct                    | \$250           |                                   |          |        |                |
|                                        |                                       | 45      | Direct                    | \$205           |                                   |          |        |                |
|                                        |                                       | 30      | Direct                    | \$160           |                                   |          |        |                |
|                                        | Physiotherapist - clinic based        | 60      | Direct                    | \$200           |                                   |          |        |                |
|                                        |                                       | 30      | Direct                    | \$130           |                                   |          |        |                |
|                                        | Physiotherapist                       | 60      | Indirect                  | \$250           |                                   |          |        |                |
|                                        | Podiatrist - in your home             | 60      | Direct                    | \$260           |                                   |          |        |                |
|                                        | Podiatrist - clinic based             | 60      | Direct                    | \$210           |                                   |          |        |                |
| Care Management <sup>4</sup>           | Standard                              | 60      | Direct                    | \$150           | Price on application <sup>6</sup> |          |        |                |
|                                        | Restorative Care Management Fee       | 60      | Direct                    | \$210           |                                   |          |        |                |

## Independence *support*

Your contribution: 5% to 50% <sup>1</sup>

Independence support services help you with daily activities and support you to stay independent at home, to make sure you feel confident and cared for every day.

### Personal Care

Our team provides respectful, dignified support with everyday tasks like getting in and out of bed, showering, dressing, using the toilet, and keeping clean and comfortable. Whether you need a little help or a lot - we're here for you.

### Social and Community Support

Staying connected is just as important as staying independent. Enjoy guided social groups and community outings where you can meet others, share interests, and enjoy time together.

### Respite Care

From a few hours to overnight stays - home respite care gives carers a well-earned break while ensuring you're supported and comfortable.

### Transport Assistance

Transport services help you get to appointments, shopping, or social activities, so you can stay active and enjoy getting out and about.

| SERVICE TYPE                                | SERVICES                  | MINUTES | Mon-Fri<br>8am-6pm | Mon-Fri<br>After<br>hours         | Saturday | Sunday | Public<br>Holiday |
|---------------------------------------------|---------------------------|---------|--------------------|-----------------------------------|----------|--------|-------------------|
| Personal care <sup>5</sup>                  | Personal care             | 60      | \$115              | \$165                             | \$165    | \$195  | \$225             |
| Social support & community engagement       | Individual social support | 60      | \$115              | \$165                             | \$165    | \$195  | \$225             |
|                                             | Other social support      | 60      | \$115              | \$165                             | \$165    | \$195  | \$225             |
|                                             | Accompanied activities    | 60      | \$115              | \$165                             | \$165    | \$195  | \$225             |
|                                             | Group social support      | 60      | \$180              | Not applicable                    |          |        |                   |
| Therapeutic services for independent living | Remedial masseuse         | 60      | \$170              | Price on application <sup>6</sup> |          |        |                   |
| Respite                                     | In home respite care      | 60      | \$115              | \$165                             | \$165    | \$195  | \$225             |

| SERVICE TYPE | SERVICES                              | DISTANCE                         | Mon-Fri<br>8am-6pm | Mon-Fri<br>After<br>hours | Saturday | Sunday | Public<br>Holiday |
|--------------|---------------------------------------|----------------------------------|--------------------|---------------------------|----------|--------|-------------------|
| Transport    | Transport - Direct with support staff | Up to 10 kms<br>Extra short trip | \$30               | \$45                      | \$45     | \$55   | \$70              |
|              |                                       | 11 to 20 kms<br>Short trip       | \$50               | \$70                      | \$70     | \$85   | \$100             |
|              |                                       | 21 to 40kms<br>Medium trip       | \$90               | \$125                     | \$125    | \$150  | \$175             |
|              |                                       | 41 to 70kms<br>Long trip         | \$150              | \$210                     | \$210    | \$250  | \$290             |
|              |                                       | 71 to 100kms<br>Extra long trip  | \$200              | \$280                     | \$280    | \$340  | \$390             |

## Everyday *living*

Your contribution: 17.5% to 80% <sup>1</sup>

Keeping your home and garden clean, tidy and comfortable can become more difficult over time - and that's where we can help through everyday living services.

We can take care of everyday living tasks like general cleaning, laundry, shopping, gardening, meal preparation and delivery, so you can relax and enjoy your home.

| SERVICE TYPE                 | SERVICES                          | MINUTES                                                                                          | TYPE OF CARE^ | Mon-Fri 8am-6pm | Mon-Fri After hours | Saturday | Sunday | Public Holiday |
|------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------|---------------|-----------------|---------------------|----------|--------|----------------|
| Domestic assistance          | General house cleaning            | 60                                                                                               | Direct        | \$105           | \$150               | \$150    | \$180  | \$205          |
|                              | Laundry services                  | 60                                                                                               | Direct        | \$105           | \$150               | \$150    | \$180  | \$205          |
|                              | Shopping assistance (accompanied) | 60                                                                                               | Direct        | \$105           | \$150               | \$150    | \$180  | \$205          |
| Home repairs and maintenance | Gardening                         | 60                                                                                               | Direct        | \$120           | Not applicable      |          |        |                |
|                              | Home Maintenance                  | 60                                                                                               | Direct        | \$120           |                     |          |        |                |
| Meal delivery                | Meal delivery                     | Ask us about our meal options.<br>We will provide you a quote which can be added to your budget. |               |                 |                     |          |        |                |
| Meal preparation             | Meal preparation                  | 60                                                                                               | Direct        | \$105           | \$150               | \$150    | \$180  | \$205          |

**Your Contribution:** You may need to contribute towards the cost of your services. This amount is determined by Services Australia, based on an assessment of your income and assets, and will be within the levels set by the Government. Accent Home Care will then charge you this contribution percentage rate set by Services Australia.

| Co-contributions                                                    | Clinical support | Independence support                                   | Everyday living                                           |
|---------------------------------------------------------------------|------------------|--------------------------------------------------------|-----------------------------------------------------------|
| <b>Full pensioner</b>                                               | 0%               | 5%                                                     | 17.5%                                                     |
| <b>Part pensioner and Commonwealth seniors health card eligible</b> | 0%               | Between 5% and 50% depending on your income and assets | Between 17.5% and 80% depending on your income and assets |
| <b>Self-funded retiree</b>                                          | 0%               | 50%                                                    | 80%                                                       |



## Additional Support at Home Supports

### Assistive Technology & Home Modifications Scheme

Through the Assistive Technology and Home Modifications (AT-HM) Scheme, you can access funding equipment or home modifications designed to make everyday living easier and safer. The AT-HM scheme is funded separately from your regular Support at Home budget.

This may include:

- Electric scooters
- Bathroom modifications
- Ramps
- Lift chairs
- Shower stools
- Grab rails

We'll work with you to make sure everything is installed correctly, and that you feel confident using it. To cover the setup, training and safe use of your equipment, coordination and administration fees apply:

- Coordination fee: up to 15% of the quoted cost (maximum \$1,500)
- Administration fee: up to 10% of the quoted cost (maximum \$500)

Prices for AT-HM depend on your individual needs - and we'll always confirm costs with you before we proceed.

### Restorative Care

The Restorative Care Pathway is designed to help you stay independent or regain your confidence through short-term, focused care and support. Restorative care is funded separately from your regular Support at Home budget and gives you access to extra support when you need it most.

This program focuses on:

- Early intervention and recovery
- Allied health and clinical support
- Personalised care planning

If you're eligible, you'll receive a tailored care plan with services that match your goals.

Our restorative care partners are clinically qualified and will work closely with you to set up and coordinate your care plan. We take a team-based approach to make sure your services are running smoothly, adjusting them as needed, and connecting you with additional supports. Your plan may include allied health and nursing services, depending on your goals. These services are charged at the standard rates listed in this guide, so you'll always know what to expect.

#### Restorative Care Management

Weekdays 8am–6pm - \$210/hour

### End of Life Pathway

The End-of-Life Care Pathway is designed to support people with a life expectancy of three months or less who wish to stay in the comfort of their own home. This pathway offers gentle, respectful care that focuses on your dignity, comfort and personal wishes. If you or a loved one would like to explore this option, your Care Partner will guide you through the process with empathy and care. Your Care Partner will continue to support you closely, working alongside a Clinical Care Partner to coordinate your care with compassion and professionalism.

#### End-of-Life Care Services

This pathway includes additional in-home services such as:

- Personal care
- Allied health support
- General nursing

End-of-Life Care is funded separately from other Support at Home services and will replace your existing classification if you transition to this pathway.

#### End-of-Life Care Management

Weekdays 8am–6pm - \$210/hour



### Notes

- <sup>1</sup> **Your contribution:** The Australian Government calculate a percentage you are required to pay for most services you receive. Some services have no contribution such as nursing, physiotherapy and occupational therapy.
- <sup>2</sup> **Type of care:** *Direct care* refers to the face-to-face meetings or telehealth consultations you may have with staff that provide services such as nursing care, allied health treatment, personal care, meal preparation or cleaning. *Indirect care:* applies only to nursing and allied health services that spend time on your care, but not directly with you and may include: designing individualised clinical care and treatment plans, training your support staff, reports writing, speaking with other health professionals, organising equipment and case conferencing with your team.
- <sup>3</sup> **Nursing:** fees include covering the cost of regular items like bandages and antiseptics. If you need products such as specialised dressings, these will be purchased and added to your budget. You may be eligible for additional funding to cover the cost of items such as oxygen supply.
- <sup>4</sup> **Care Management:** Services Australia deducts a maximum of 10% of your quarterly Support at Home budget to pay for the management and coordination of your services. There is no co-contribution required from you for this service. You will have your own Care Partner as your main point of contact who will work with you to understand your needs, plans and coordinate your services so you can meet your goals.
- <sup>5</sup> **Personal care:** includes help with self-care and daily living activities, prompting participants to take medications, and non-clinical continence support.
- <sup>6</sup> **Price on application:** Pricing is provided on request and depends on the agreed rates. This service may be limited outside normal business hours. We charge a 10% administration fee if you choose your own provider for any of the services listed in the price list. All external providers must be compliant with our terms and conditions.

### Terms and conditions

- a) **Accent Home Care's fees and charges:** These are listed in this price list, are subject to change and are in line with the terms and conditions of our Support at Home Service Agreement.
- b) **Service cancellation policy:** We understand that sometimes plans change. You won't be charged if you cancel a scheduled service with at least 48 hours' notice. If you cancel with less than 48 hours' notice, you'll need to pay for the service as well as any contributions. For more information, please contact your Care Partner or call our office on (03) 8824 1000.
- c) **Minimum service duration:** Services are 1 hour minimum unless advised otherwise. Social support & community engagement service delivered by our staff can be less than 1 hour where we also provide a direct transport service. Both services are required to be scheduled on the same day with no time gap between these services.
- d) **Additional services:** If you require additional services which exceed the funding assigned to you, we may be able to assist with funding from additional sources, or you have the option of purchasing services at the prices outlined above. No Government assessment is required for Additional Services. Choose what you need when you need it.

### Need a little guidance getting started?

Contact us between 9.00am to 5.00pm Monday to Friday on (03) 8824 1000 or visit our website:  
<https://accenthomecare.org.au/>

