accent HOME CARE

a division of Uttha

Support at Home
Price List

Effective 1 October 2026



Support at Home *Price List*

Support at Home is an Australian Government aged care program that helps older people live safely and comfortably at home for longer. It provides support based on your needs, such as help with daily tasks, personal care, transport, meals, nursing, allied health, home modifications and assistive technology. The aim is to help you get the right support, stay connected to your community, and keep living with choice, dignity and independence.

Accent Home Care provides a full range of Support at Home services. These services are paid for using the government funding allocated to you. The following price list shows the cost of each service. Any of the services listed in this price list can be funded by you privately.

Participant contribution
Some services are fully paid for by the government. These are called clinical services. For other services, you may need to pay part of the cost. This is called a participant contribution.

The amount you pay depends on your circumstances and the services you choose.

The Australian Government works out your contribution as a percentage of the cost of each service. Your percentage is based on your income, assets and pension status, assessed by Services Australia. You do not pay a contribution for clinical supports.

Our team can explain your funding and any contribution you may need to pay, before services commence.

Here is an example:
If a cleaning service costs $110 per hour and your contribution rate is 17.5%, you pay $19.25 per hour. The remaining $90.75 is paid from your government funding.

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

Have questions about your costs?

Need to know more? Our experienced team can explain your prices and contributions to you.

Clinical *support*

Your contribution: 0% [1]

Qualified staff provide clinical supports to assist you to manage your strength, mobility, and confidence.

Personal care – includes assistance with self-care such as showering, dressing, eating, assistance with self-administration of medications and non-clinical continence support.

Nursing care – in-home visits to support your health and recovery, provided by:

- **Enrolled Nurse** – assisting with care such as dressing wounds and monitoring vital signs
- **Registered Nurse** – assisting with clinical health assessments, ongoing wound care, medication management, catheter/stoma/continence care, chronic disease monitoring and education.

Allied Health and therapeutic services – These include physiotherapy, occupational therapy, podiatry, group exercise and other clinical supports that improve your ability to move, independence and wellbeing.

SERVICE TYPE	SERVICE / THERAPIST	MINUTES	Mon-Fri 8am-6pm	Mon-Fri After hours	Saturday	Sunday	Public Holiday
Personal care	Personal care	60	$120	$170	$170	$200	$230
Nursing care [2]	Registered nurse (RN)	30	$125	$170	$170	$195	$215
		60	$190	$255	$255	$295	$330
	Telehealth - RN	60	$150	Price on application [4]			
	Enrolled nurse (EN)	30	$95	$110	$110	$140	$150
		60	$150	$200	$200	$235	$260
Allied health and therapeutic services	Occupational therapist	60	$250	Price on application [4]			
	Physiotherapist	30	$175				
		45	$220				
		60	$250				
	Group exercise classes	per session	$60				
	Exercise physiologist	60	$250				
	Podiatrist	30	$175				
		45	$220				
		60	$250				
	Dietitian or nutritionist	60	$250				
	Social Worker	60	$200				
	Speech pathologist	60	$250				
	Counsellor/Psychotherapist	60	$200				
	Telehealth - allied health	60	$210				
	Music therapist	60	$250				
	Psychologist	60	$250				
Care Management [3]	Care Partner	60	$155	Price on application [4]			

Independence *support*

Your contribution: 5% to 50% [1]



Independence support services help you with daily activities stay connected and continue doing the things that are important to you.

Social and Community Support - social groups and community outings where you can meet others.

Respite Care - care and support in your home while your carer takes a break. This service can be hourly or an overnight stay.

Transport Assistance - assists to attend appointments, shopping, or social activities, allowing people to stay active.

SERVICE TYPE	SERVICES / THERAPIST	MINUTES	Mon-Fri 8am-6pm	Mon-Fri After hours	Saturday	Sunday	Public Holiday
Social support & community engagement	Individual social support	60	$120	$170	$170	$200	$230
	Accompanied activities	60	$120	$170	$170	$200	$230
	Group social support	per session	$180	Not applicable			
Therapeutic services for independent living	Remedial massage therapist	60	$180	Price on application [4]			
	Chiropractor	60	$200				
	Osteopath	60	$210				
	Diversional therapist	60	$200				
	Art therapist	60	$215				
	Acupuncturist	60	$200				
Respite	In home flexible respite	60	$120	$170	$170	$200	$230
Transport [5]	Transport - One way trip with support staff	Up to 10 kms Extra short trip	$35	$50	$50	$60	$75
		11 to 20 kms Short trip	$55	$75	$75	$90	$105
		21 to 40kms Medium trip	$100	$130	$130	$155	$180
		41 to 70kms Long trip	$160	$220	$220	$265	$305
		71 to 100kms Extra long trip	$215	$295	$295	$355	$405

Everyday *living*

Your contribution: 17.5% to 80% [1]



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 assist with everyday living tasks like general cleaning, laundry, shopping, gardening, home maintenance, meal preparation and delivery, so you can relax and enjoy your home.

SERVICE TYPE	SERVICES	MINUTES	Mon-Fri 8am-6pm	Mon-Fri After hours	Saturday	Sunday	Public Holiday
Domestic assistance	General house cleaning	60	$110	$155	$155	$185	$210
	Laundry services	60	$110	$155	$155	$185	$210
	Shopping assistance (accompanied)	60	$110	$155	$155	$185	$210
Home repairs and maintenance	Gardening	60	$125	Not applicable			
	Home maintenance	60	$125				
Meal delivery	Meal delivery	Ask us about our meal options. We will provide you a quote which can be added to your budget.					
Meal preparation	Meal preparation	60	$110	$155	$155	$185	$210

What is a Care *Partner*?

As part of your Support at Home service, you will have a dedicated **Care Partner** to support you along the way. They are your main contact at Accent Home Care and will get to know you, your needs and what is important to you.

Your Care Partner will help you plan and organise your services, understand your funding and budget, and review your care as your needs change.

They work with you to make sure your services continue to support your goals, independence and wellbeing.

Additional Support at Home Services

Assistive Technology & Home Modifications Scheme

Through the Assistive Technology and Home Modifications (AT-HM) scheme, you can access funding for equipment and home modifications designed to make everyday living easier and safer. The AT-HM scheme is funded separately from other Support at Home services. A dedicated AT-HM Care Partner will assist you to identify the most appropriate AT-HM equipment to suit your care needs. There is up to $15,390 for assistive technology and another $15,390 for home modifications. Additional funding may be available.

AT-HM includes: Electric scooters • Wheelchairs • Ramps • Lift chairs • Shower stools • Grab rails • Walking frames • Commodes • Stair lifts • Bathroom modifications • Lever taps • Electronic height adjustable beds and mattresses.

We'll work with you to make sure everything is installed and set up correctly, and that you feel confident using it. To cover the setup, equipment training, coordination and administration, the following 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 - we'll confirm costs with you before we proceed.

Restorative Care Pathway

The Restorative Care Pathway is designed to help you stay independent or regain your confidence through short-term, focused care and support. Restorative care provides around $6,000 of funding which can increase to $12,000. Most people use the service for 16 weeks, giving you access to extra support when you need it most.

This program focuses on early intervention with the aim of restoring move ability and improving independence.

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 use a multidisciplinary 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 specialist 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 per 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 dignity, comfort and personal wishes. A Clinical Care Partner coordinates allied health professionals and nursing specialists in consultation with the participant, their family and representatives to ensure care needs are met.

End-of-Life Care Services
This pathway includes additional in-home services such as: Personal care • Allied health support • 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 - $155 per hour

Notes

[1] **Your contribution**: The Australian Government calculates a percentage you are required to pay for most services you receive. Some services have no contribution such as personal care, nursing, physiotherapy and occupational therapy. Further details regarding the types of services that can be funded under Support at Home are detailed at: https://www.health.gov.au/resources/publications/support-at-home-service-list

[2] **Nursing:** fees include covering the cost of regular items like bandages and antiseptics. If you need specialised clinical products, these will be purchased and added to your budget. You may be eligible for additional funding to cover the cost of items such as the supply of oxygen.

[3] **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 who will work with you to identify your needs, create a budget, develop a care plan and coordinate your services to meet your goals.

[4] **Price on application:** Pricing is provided on request and depends on the agreed rates. This service may be limited outside normal business hours.

[5] **Transport:** This service can be provided for a duration less than one hour when delivered concurrently with another Accent Home Care Service, such as social support or shopping assistance.

Terms and conditions

a) **Accent Home Care's price list:** The fees and charges stated in this price list are current at the time of publication and are subject to change. Our most up-to-date price list can be found at: https://accenthomecare.org.au/home-care-pricing-and-fees

b) **Service cancellation policy:** We understand that sometimes plans change and you may need to cancel a service. You will not be charged for the service when the required notice is provided. A late cancellation occurs when you provide less than 2 business days' notice of a cancellation before a scheduled service.

c) **Minimum service duration:** Services are 1 hour minimum unless advised otherwise.

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.

e) **Taxi cards:** If you would like a new or replacement taxi card, a $20.00 fee applies. This cost cannot be charged to the support at home service. There is no cost for a digital card used on your mobile phone.

f) **Meals:** If My Aged Care has assessed a participant as eligible for meals, they can be included. All meals are pre-made and delivered and must be assessed by a dietitian to ensure the meals meet the nutritional needs of the older person. Support at Home will cover 70% of the meal minus the 'Everyday Living contribution. In addition, the participant is required to cover the cost of the raw ingredients of the meal, which is 30% of the cost of the meal.

g) **Home Maintenance:** If the participant used to be able to complete essential repairs to maintain safety such as replacing lightbulbs, changing a tap washer or repairs to door handles, these activities can be included in the service.

h) **Additional Services:** If you choose a service which is not delivered by one of our approved providers, a 10% administration fee applies to all services that your preferred provider supplies. The administration fee covers the creation of the legal contract, ongoing quality and compliance. All providers must be compliant with our terms and conditions.

Need a little guidance getting started?

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