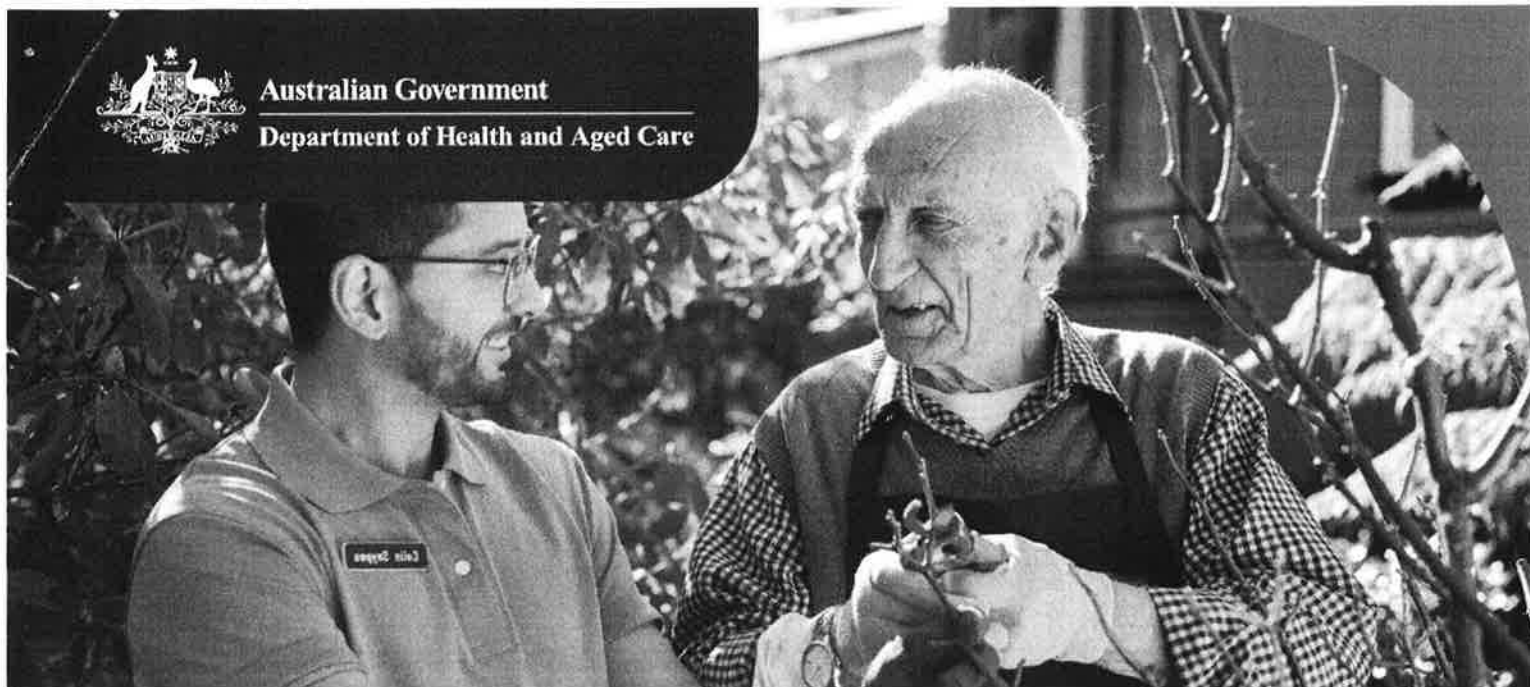




Summary of indicative Support at Home prices

24 March 2025

This fact sheet includes indicative price ranges for most Support at Home services. These indicative price ranges reflect what Home Care Package (HCP) providers have reported that they intend to charge when the Support at Home program commences from 1 November 2025.

This is a summary of indicative prices providers may charge for Support at Home services, not the co-contribution to be made by individual participants. The co-contribution to prices that an individual pays will depend on the service category and an individual's means assessment/status. Importantly, no one will pay any co-contributions for clinical care services. A calculator, to be published shortly, will assist consumers to estimate their co-contributions.

Background

The indicative price ranges were collected through a survey of HCP providers in February 2025. Over 300 HCP providers responded to the survey, representing over a third of all HCP providers.

The indicative price ranges have been published to provide market-level information that will assist participants to understand how a provider's pricing compares with other providers across the country. These are not price caps and are not recommended prices.

Guidance for Support at Home participants

The information in the table below will help you assess whether you think the prices your current provider is charging are reasonable, or if you want to choose another provider. It is important that you choose a provider who can deliver care that is right for you, that you have been approved for (as outlined in your Notice of Decision), and at a price that you think is reasonable.

Next steps

In the lead up to 1 November 2025, your current HCP provider will contact you to clearly explain any changes to your prices under Support at Home.

You will be asked to agree to the prices as part of a new service agreement. This service agreement will include a price for each service that your provider will deliver to you.

You do not have to sign an agreement if you are unhappy with the prices or if you don't understand why their prices are changing. However, you do need to have an agreement in place with a provider of your choice before you are able to receive services through Support at Home.

Once you have a service agreement in place, you can continue to receive services through Support at Home from 1 November 2025.

If you think prices are unreasonable

It is important to note that a provider who charges a price that is above the range is not necessarily charging a price is unreasonable.

However, if you feel your provider is charging a high price, you may wish to talk to them to understand:

- the scope of the service that you would receive for that price
- why the price is higher than other providers may be charging
- if the prices you will be charged under Support at Home mean you receive fewer services than you do in the HCP Program.

The Australian Government has put protections in place so that participants can be sure the prices they are charged are reasonable and transparent.

For more information about [consumer protections in Support at Home](#).

Changing providers

You can change providers if you think your current provider's price changes are unreasonable. You are able to change providers before or after the commencement of Support at Home.

Providers are not permitted to charge entry or exit fees if you change your provider.

If you choose to change providers before 1 November 2025, it is important that you have a start date with your new provider before agreeing a cessation date from your current provider. This ensures you have continued access to the care you need.

For more information about [changing Home Care Package provider](#).

Summary of indicative prices

The following table shows the national median price reported in the survey, as well as a range of prices with a lower and upper bound. The median is the middle price, which means half of providers reported an indicative price below the median, and half of providers reported an indicative price above the median. The range represents the indicative prices that were reported by the majority of HCP providers in the survey.

	Unit	National median price	Range (lower)	Range (upper)
Nursing care	Hour	\$150	\$125	\$179
Registered nurse	Hour	\$160	\$144	\$186
Enrolled nurse	Hour	\$140	\$120	\$163
Nursing assistant	Hour	\$110	\$92	\$143
Allied health and other therapeutic services	Hour	\$195	\$160	\$220
Allied health therapy assistant	Hour	\$122	\$105	\$167
Counsellor or Psychotherapist	Hour	\$208	\$160	\$225
Dietitian or Nutritionist	Hour	\$200	\$165	\$219
Exercise physiologist	Hour	\$190	\$165	\$219
Occupational therapist	Hour	\$200	\$174	\$220
Physiotherapist	Hour	\$185	\$160	\$210

	Unit	National median price	Range (lower)	Range (upper)
Podiatrist	Hour	\$180	\$153	\$208
Psychologist	Hour	\$228	\$210	\$250
Social worker	Hour	\$200	\$163	\$238
Speech pathologist	Hour	\$208	\$187	\$236
Care management	Hour	\$120	\$80	\$150
Restorative care management	Hour	\$150	\$120	\$173
Personal care	Hour	\$100	\$85	\$115
Social support and community engagement	Hour	\$99	\$82	\$110
Therapeutic services for independent living	Hour	\$165	\$140	\$220
Remedial masseuse	Hour	\$150	\$134	\$206
Respite	Hour	\$99	\$85	\$112
Transport	Trip	\$70	\$40	\$97
Domestic assistance	Hour	\$95	\$83	\$109
Home maintenance and repairs	Hour	\$103	\$85	\$120
Meal delivery	Meal	\$15	\$11	\$22
Meal preparation	Hour	\$97	\$82	\$110

Notes on the table:

- The [Support at Home service list](#) outlines all the service types and services that can be delivered in Support at Home. The table above only includes indicative prices for services where a statistically valid sample was recorded in the survey.
- The prices shown in the table are representative of prices for services delivered across metropolitan, rural and regional areas. Prices may be different in the area you live in.
- The prices in the table are expressed on a per unit basis. The Support at Home service list specifies the unit type for each service. This is called the billable unit. The unit price for the service is the price that is charged for each billable unit of service that is

delivered. For example, the unit price for 1 hour of a service would be expressed as 'dollars per hour'.

- For most services, the billable unit is time based. However, for transport, the billable unit is 1 trip. For meal delivery, the billable unit is per meal delivered.
- For time-based services, the table reports indicative prices for a service that is of 1 hour duration. Your provider may have different prices for different durations, such as less than 1 hour (e.g. 25 minutes), or more than 1 hour (e.g. 1 hour and 45 minutes).
- The table reports prices for services delivered during standard business hours. Services delivered outside of standard business hours may be more expensive.