

Support at Home

Pricing and Fees

As at August 2026

At Avanza Care, we offer a wide range of services to help you live independently and age well in your own home and community. This schedule outlines the services available under the **Support at Home** program and the full cost of each service, so you can understand your options and make informed decisions about the care that best suits you.

About Support at Home

On 1 November 2025 the Australian Government launched the Support at Home program, replacing the Home Care Packages and Short-Term Restorative Care programs. Avanza Care has aligned its pricing to the Department of Health, Disability and Ageing's Support at Home framework, so you always have access to trusted, quality care at a fair and transparent price.

What has changed

- More funding levels (eight classifications) to better match the diverse needs of the community.
- No separate package or care-management charges on your services – costs are built into one transparent price.
- Assistive Technology and Home Modifications are funded through a separate stream for faster access when eligible.

Understanding your service price

Under Support at Home, your service price now includes all of the costs that used to be charged separately – things like administration, care coordination, travel and provider management. Everything is bundled into one clear unit price for each service.

One all-inclusive price. Providers cannot add separate entry, exit or administration fees on top of the published price. The price you see already covers the full cost of safely delivering your service, including our clinical governance, supervision, staff training, quality assurance and travel.

Your contributions

The cost of your services is funded through your government care package. Depending on your income and assets, you may also be asked to make a contribution. Services Australia completes an income and assets assessment and advises you if a contribution applies. Your contribution is a percentage of the service price and depends on the service category:

Clinical Support services (such as nursing and allied health) are fully funded by the government.

Independence services (such as personal care) attract a moderate contribution. **Everyday Living services** (such as cleaning and gardening) attract the highest contribution.

Your personal circumstances	Clinical	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner / CSHC holder	0%	5% – 50%	17.5% – 80%
Self-funded retiree (no CSHC)	0%	50%	80%

Contribution percentages are set by the Australian Government and confirmed by Services Australia. “No worse off” and grandfathering arrangements may change these for people assessed on or before 12 September 2024.

Coming 1 October 2026: personal care moves into Clinical Supports and becomes fully government funded, with no participant contribution.

How to read the tables

- All rates are per hour in Australian dollars unless otherwise noted.
- Evening rates apply Monday to Friday, 8pm–12am. Overnight support is by agreed price.
- **“Agreed price”** means the service is delivered at the current market or supplier price and is confirmed with you in your service agreement before it starts.
- A dash (—) means the service is not offered in that time band.
- Fees for Support at Home services delivered to participants are GST-free. Private services (paid for yourself, outside your funding) attract GST.

Our Service Fees

Care Management

Care management keeps your support safe, personalised and adjusted as your needs change. Services Australia sets aside 10% of your ongoing funding for care management tasks – care planning, coordinating your services, monitoring and review, and helping you understand your options.

Service	Per hour (Mon–Fri)
Care Management – Standard	\$160
Care Management – Complex / Clinical	\$200
Restorative Care Management	\$200

Clinical Supports

Nursing Care

Qualified nursing care to help manage and monitor medical conditions at home, such as medication support and wound care.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Registered Nurse	\$230	\$260	\$345	\$460	\$575
Enrolled Nurse	\$195	\$220	\$293	\$390	\$488
Nursing Assistant	\$145	\$164	\$218	\$290	\$363

Allied Health and Therapeutic Services

Delivered by qualified health professionals to support your health, mobility and ability to live independently.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Exercise Physiology, Physiotherapy, Occupational Therapy, Speech Pathology, Dietetics / Nutrition, Psychology, Social Work, Counselling, Music Therapy	\$240	\$271	\$360	\$480	\$600
Podiatry	\$235	\$266	\$353	\$470	\$588
Allied Health Assistant	\$155	\$175	\$233	\$310	\$388
Aboriginal & Torres Strait Islander Health Worker / Practitioner	Agreed	Agreed	Agreed	Agreed	Agreed

Independence Support

Personal Care

Support with daily activities to help you stay safe, well and independent – including showering, dressing, grooming and continence support.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm– 12am)	Saturday	Sunday	Public Holiday
Assistance with self-care & daily living	\$115	\$130	\$173	\$230	\$288
Assistance with self-administration of medication	\$115	\$130	\$173	\$230	\$288
Continence management (non-clinical)	\$115	\$130	\$173	\$230	\$288

From 1 October 2026, personal care becomes fully government funded (no participant contribution).

Respite Care

Short-term support that gives your carer time to rest while your needs are met.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm– 12am)	Saturday	Sunday	Public Holiday
In-home respite	\$115	\$130	\$173	\$230	\$288
In-community respite (up to 30km travel)	\$125	\$141	\$188	\$250	\$313
Community & centre-based respite	\$48	\$54	\$72	\$96	\$120
Overnight respite	Agreed	Agreed	Agreed	Agreed	Agreed

Social Support and Community Engagement

Help to stay connected to your community and the people who matter to you – in person or online.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm– 12am)	Saturday	Sunday	Public Holiday
Individual social support (in home)	\$115	\$130	\$173	\$230	\$288
Accompanied activities (in community, up to 30km)	\$125	\$141	\$188	\$250	\$313
Group social support	Agreed	Agreed	Agreed	Agreed	Agreed
Welfare check (phone / SMS, business days)	\$120	—	—	—	—

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Cultural support, digital education, assistance with personal affairs	Agreed	Agreed	Agreed	Agreed	Agreed

Therapeutic Services for Independent Living

Services that support physical, emotional and mental wellbeing – easing pain, improving movement and promoting a better quality of life.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Remedial massage	\$240	\$271	\$360	\$480	\$600
Art therapy, Chiropractic, Diversional therapy, Osteopathy	Agreed	Agreed	Agreed	Agreed	Agreed

Transport

Getting out and about is an important part of staying independent. Direct transport is priced by one-way trip distance. Weekday transport delivered between 6:00 pm and 6:00 am attracts the Saturday rate.

Distance (one-way trip)	Mon–Fri	Saturday	Sunday	Public Holiday
0–15 km	\$50	\$75	\$100	\$125
16–30 km	\$90	\$135	\$180	\$225
31–45 km	\$135	\$202.50	\$270	\$337.50
46–60 km	\$180	\$270	\$360	\$450
Indirect transport (e.g. CabCharge)	Agreed price	Agreed price	Agreed price	Agreed price

Transport beyond 60 km, specialised or group transport, extra travel, parking, tolls, ferry charges and other unavoidable third-party costs are charged at an agreed price or at cost and will be explained before travel occurs.

Everyday Living

Domestic Assistance

Practical help to keep your home clean, safe and comfortable.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
General house cleaning	\$115	\$130	\$173	\$230	\$288
Laundry services	\$115	\$130	\$173	\$230	\$288
Shopping assistance	\$135	\$153	\$203	\$270	\$338

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Meal preparation	\$115	\$130	\$173	\$230	\$288

Home Maintenance and Repairs

Light gardening, mowing and small repairs to keep your home and garden safe and liveable. These services may be delivered by a trusted associated provider.

Service	Mon–Fri Standard (6am–8pm)	Mon–Fri Evening (8pm–12am)	Saturday	Sunday	Public Holiday
Gardening	\$125	—	\$188	\$250	\$313
Assistance with home maintenance and repairs	Agreed	—	Agreed	Agreed	Agreed
Expenses for home maintenance and repairs	Agreed	—	Agreed	Agreed	Agreed

Meals

Support to prepare and enjoy safe, nutritious meals.

Service	Rate
Meal preparation (per hour, Mon–Fri standard)	\$115
Meal delivery	Agreed price (per meal)

Other Funding and Supports

Assistive Technology and Home Modifications

Funded through a separate stream, this helps you access the right aids, equipment or home adjustments to make daily life safer. Availability and cost depend on your assessed needs and are agreed with you before anything proceeds.

Item	Rate
Assistive technology	Agreed price (including up to 10% administration charge, to a maximum of \$500)
Home modifications	Agreed price (including up to 15% coordination charge, to a maximum of \$1,500)

Restorative Care

A short-term program (up to 12 weeks, with a possible extension after reassessment) to help you regain strength, mobility and confidence after illness, injury or a hospital stay. It combines clinical supports such as gentle exercise, therapy sessions and help to rebuild daily living skills, coordinated by a multidisciplinary team.

End of Life

A short-term support service that works closely with your palliative care team to improve comfort and preserve dignity in the final stages of life. Services are planned with you and your palliative care professionals to meet your individual needs.

Contact Us

If you have any questions about our services, need more information, or would like help understanding your options, please reach out.

Website: www.avanzacare.com.au

Phone: 1300 030 201

Email: care.partners@avanzacare.com.au

If you need this information in another language or require an interpreter, let us know – we can arrange translation services.