

SUPPORT AT HOME (SAH) Price List

EFFECTIVE 01 APRIL 2026



Introduction

The Support at Home program provides coordinated, government-funded support for older adults living at home. It replaces the old Home Care Packages program and introduces new, simpler funding arrangements so you can access the care you need when you need it.

Through Support at Home, Northside Community Service can provide you with support across three categories:

- 1. Clinical Supports:** This includes nursing care, allied health, and care management.
- 2. Independence:** This includes support to attend social groups, one to one support, and therapeutic services.
- 3. Everyday Living:** This includes support for cleaning, access to equipment and products, and assistance to go shopping and do your laundry.

This Price List details the costs of these supports for services available in each category.

Client contributions will be different for each participant and across categories. Contributions are based on an assessment by Services Australia.

We will endeavor to deliver services in line with this price list. However, you may need a service provided where the price was unknown or is more than the price listed here. In these cases, we will confirm the price with you before scheduling the service or purchasing the product.

We will review our published prices every two months (at a minimum) to ensure that our published price reflects the common price we charge for each service, and that prices remain reasonable, transparent, and based on the cost-of-service delivery.

If you would like to discuss how we can help you, contact our team directly on (02) 6171 8000 and we will help you take the next step towards living well at home.

You can also call My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au to check your eligibility and start the process.

Additional Information to help you understand our Price List

Non-Standard, weekend and public holiday rates are available upon request and subject to staff availability, unless otherwise stated in this price list. Additional charges and minimum service times will apply.

Associated (third-party providers)

- » Northside Community Service works closely with associated providers to ensure our clients receive safe, high-quality and respectful care. Approval of using a third-party provider is required prior to engagement, and we may choose not to proceed or may discontinue arrangements if a

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provider is unable to meet the requirements of the Aged Care Quality Standards and the Aged Care Quality and Safety Commission.

- » If your services are delivered by an associated provider, the price charged will be the price listed in this schedule.
- » If an associated provider's price is higher than what is listed here, a standard coordination fee of 10% (capped at \$500) will apply immediately for all new NCS clients and from 1 July 2026 for existing NCS clients.
- » This approach and the prices listed here reflects the full cost of delivering the service and the cost of transitioning to Support at Home, including sub-contracting, administration, compliance, travel, and administration.
- » Where you have chosen to self-manage, and we are able to support this, we will charge a 10% coordination fee on top of third-party provider invoices.

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Clinical Supports

Specialised services that support you to maintain or regain function, delivered or supervised by qualified health professionals using evidence-based care. This includes clinical assessments and reviews. Clinical Supports may also be provided over the phone where appropriate.

Client contributions

- » All participants: Clinical Supports are fully subsidised under the Support at Home Program. This means you won't pay anything for these services, and the government will pay the full cost.

Care Management

- » All participants in the Support at Home program will have 10% of their quarterly care budget automatically contributed to a pooled Care Management fund. This contribution is mandatory and cannot be opted out of. The pooled fund is managed by Services Australia and administered by NCS to ensure all participants receive the care management they need, recognising that needs change over time.
- » Care management is categorised as a clinical support, meaning it is a government funded service and not an extra cost to you. While 10% of your package is reserved for care management, the remaining 90% of your budget is fully available for your direct care and services.

Gym or Pool Access

- » If you prescribe to an exercise program that requires access to a pool or gym as part of receiving Allied Health and other Therapeutic Services, these costs are factored into the unit price below. This means you won't pay an additional cost on top of receiving physiotherapy (for example).

Service Type / Services	Standard Hours(9am-5pm)
Nursing Care (includes direct and indirect services, minimum 60-minute service time applies)	
» Support from a Registered Nurse	\$190 per hour
» Support from an Enrolled Nurse	\$181 per hour
» Support from a Nursing Assistant	\$170 per hour
» Nursing Care Consumables	Cost depends on products needed + 10% coordination fee (capped at \$500)

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Allied Health and other Therapeutic Services

» Allied Health Therapy Assistance	\$160 per hour
» Counselling or Psychotherapy	\$250 per hour
» Diet or Nutrition Support	\$245 per hour
» Diet or Nutrition Supplements	Cost depends on products needed + 10% coordination fee (capped at \$500)
» Exercise Physiology	\$240 per hour
» Occupational Therapy	\$240 per hour
» Physiotherapy	\$240 per hour
» Podiatry	\$240 per hour
» Psychology	\$270 per hour
» Social Work	\$250 per hour
» Speech Pathology	\$240 per hour
» Speech Pathology	\$240 per hour
» Allied Health Groups (including physiotherapy groups)	Quoted per session, per hour

Care Management (Available Monday to Friday, 9am – 5pm weekdays only)

» Home Support Care Management	\$150 per hour
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Independence

Support to help you manage activities of daily living and the loss of skills required to live independently.

Client contributions

- » **New clients and transitioned HCP clients:** Contributions for services to support your Independence will be between 5% and 50%, dependent on an individual's income and assets assessment as determined by Services Australia. If you are a transitioned HCP care recipient and not eligible for grandfathering arrangements, you are required to pay Support at Home contributions at the ongoing contribution rates for the Independence services you receive.
- » **Grandfathered HCP clients:** Contributions for services to support your Independence will be between 0% and 25%.
- » **Assistive Technology and Home Modifications:** If you need assistive technology (like mobility aids) or home modifications (such as rails or ramps), your contribution will follow the same rules as other Independence services. However, if a health professional needs to assess or prescribe these items, or provide extra support, you won't pay anything for that clinical help.

Service Type / Services	Standard Hours (9am-5pm)
Personal Care (standard 60-minute service time applies)	
» Help with your self-care and daily living activities	\$120 per hour
» Help with self-administration of medications	\$120 per hour
» Support to manage continence (non-clinical)	\$120 per hour
Social Support and Community Engagement (minimum 60-minute service time applies)	
» Group social support you can join	\$80 per session (excludes indirect transport)
» Individual Social support	\$115 per hour (transport km limit may apply)
» Support to attend activities with a companion	\$115 per hour
» Cultural support that respects your identity	\$115 per hour
» Digital skills assistance	\$115 per hour

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Therapeutic Services for Independent Living

» Access to an Acupuncturist	\$200 per hour
» Access to a Chiropractor	\$220 per hour
» Support from a Remedial Massage Therapist	\$180 per hour
» Access to an Osteopath	\$220 per hour

Transport

» Direct transport where a driver and car are provided	Transport is limited to within ACT and Queanbeyan. 0 - 25km (\$68.50 per trip) 25 - 50km (\$119.40 per trip) 50+km (\$219.00 per trip)
» Indirect transport using taxi or rideshare vouchers	Cost per trip + 10% coordination fee (capped at \$500)

Assistive Technology and Home Modifications

» Products include assistive technology, home modifications to support your mobility and daily living, communication and information management products, domestic life products and mobility products.	Cost depends on products needed + 10% coordination fee (capped at \$500)
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Everyday Living

Support to help keep your home in a liveable state to enable you to stay independent in your home.

Client contributions

- » **New clients and transitioned HCP clients:** Contributions for services to support your Independence will be between 17.5% and 80%, dependent on an individual's income and assets assessment as determined by Services Australia. If you are a transitioned HCP care recipient and not eligible for grandfathering arrangements, you are required to pay Support at Home contributions at the ongoing contribution rates for the Everyday Living services you receive.
- » **Grandfathered HCP clients:** Contributions for services to support your everyday living will be between 0% and 25%.

Cost of meals delivered to your home

- » If you choose to have meals provided as part of your Support at Home Package please be aware that you may be required to pay a fee to the provider, such as for the cost of ingredients, and also your Services Australia's assessed client contribution.

Domestic Assistance (minimum 60 minute service time applies)

» Help with general house cleaning	\$120 per hour
» Help with your laundry	\$120 per hour
» Support to do your shopping	\$120 per hour

Home Maintenance and Repairs (minimum 60 minute service time applies)

» Help with your gardening	\$120 per hour, and a 10% coordination fee (capped at \$500) applies to one off quoted jobs
» Assistance and support with home maintenance and repairs	\$120 per hour (Quoted based on task and requirements) 10% coordination fee capped at \$500 applied to one-off quotes

Meals

» Meal delivery to your home	Price as set by the meal preparation provider you choose to engage plus 10% coordination fee (capped at \$500)
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