

SUPPORT AT HOME (SAH) Price List

EFFECTIVE 01 OCTOBER 2026

Introduction

Support at Home helps older Australians live safely and independently at home. It replaces the old Home Care Packages program and introduces simpler funding arrangements so you can access the care you need.

At a glance

- ▶ Support at Home helps older people stay living at home.
- ▶ Services are grouped into three categories: Clinical Supports, Independence and Everyday Living.
- ▶ Some services are fully funded by the Australian Government.
- ▶ For some services, you may need to pay a contribution.
- ▶ Services Australia decides your contribution based on your income and assets.
- ▶ We will confirm the price with you before arranging a service if the cost is different from this list.

Category	What it means	Examples
» Clinical Supports	Health-related support delivered or supervised by qualified workers.	Nursing, allied health and care management.
» Independence	Support to stay active, involved and independent.	Social groups, one-to-one support and therapeutic services.
» Everyday Living	Help with day-to-day tasks at home.	Cleaning, shopping, laundry, equipment and products.

What you may need to pay

Services Australia decides what co-contribution you need to pay for each service. We can help explain what this means for your services.

We will check with you first

Sometimes a service or product may cost more than the price listed here, or the final price may not be known straight away. If this happens, we will talk with you and confirm the price before we arrange the service or buy the product.

We review our prices regularly

We review this price list regularly. We aim to change prices only twice a year, and only when needed. This helps you plan ahead.

Need help or have questions?

Call Northside Community Service on (02) 6171 8000. We can talk with you about your options and help you understand the next steps.

To check your eligibility

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

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Clinical Supports

These are specialised health services that help you keep doing the everyday things that matter to you, or regain skills you may have lost. They're delivered or overseen by qualified health professionals, using safe, proven care. This includes a yearly clinical assessment, which is a requirement under the Aged Care Act, and a review of your care every three months. These reviews are important because they help us make sure your supports stay right for your needs as they change.

Clinical Supports, which now include Personal Care, are fully funded under the Support at Home program. This means you pay nothing for these services; the Australian Government covers the full cost.

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	\$195 per hour
» Support from an Enrolled Nurse	\$165 per hour
» Support from a Nursing Assistant	\$140 per hour
» Nursing Care Consumables	Cost depends on products needed + 10% coordination fee (capped at \$500)
Allied Health and other Therapeutic Services	
» Allied Health Therapy Assistance	\$160 per hour
» Counselling or Psychotherapy	\$250 per hour
» Diet or Nutrition Support	\$264 per hour
» Diet or Nutrition Supplements	Cost depends on products needed + 10% coordination fee (capped at \$500)
» Exercise Physiology	\$212 per hour
» Occupational Therapy	\$255 per hour

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Allied Health and other Therapeutic Services

» Physiotherapy	\$180 per hour
» Podiatry	\$245 per hour
» Psychology	\$270 per hour
» Social Work	\$250 per hour
» Speech Pathology	\$260 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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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

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Independence

Support to help you stay active, connected and as independent as possible in everyday life. This can include joining social groups and community activities, getting out and about with transport or a companion, therapies to help you keep moving and doing the things you enjoy, equipment and home modifications to make daily tasks easier and safer, help to build your digital skills, and respite to give you and your carer a break.

Service Type / Services	Standard Hours (9am-5pm)
Social Support and Community Engagement (minimum 60-minute service time applies)	
» Group social support you can join	\$100 per session (excludes transport)
» Individual Social support	\$120 per hour (limited to travel within Canberra)
» Support to attend activities with a companion	\$120 per hour
» Cultural support that respects your identity	\$120 per hour
» Digital skills assistance	\$120 per hour
Therapeutic Services for Independent Living	
» Access to an Acupuncturist	\$182 per hour
» Access to a Chiropractor	\$148 per hour
» Support from a Remedial Massage Therapist	\$200 per hour
» Access to an Osteopath	\$220 per hour
Transport (Limited to within ACT and Queanbeyan)	
» Direct transport where a driver and car are provided	0 - 25km (\$75 per trip) 25 - 50km (\$131 per trip) 50+km (\$240 per trip)
» Indirect transport using taxi or rideshare vouchers	Cost per trip + 10% coordination fee (capped at \$500)

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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)

Respite

» Flexible and community-based respite

Price as set by the respite provider engaged, plus a 10% coordination fee (capped at \$500). We will confirm the price with you before arranging the service.

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Everyday Living

Practical help with everyday tasks so your home stays comfortable and you can keep living independently. This can include cleaning, laundry and shopping, help to look after your garden and keep your home well maintained and safe, and meals delivered to your door.

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	\$140 per hour, Note that a 10% coordination fee (capped at \$500) applies to one-off quoted jobs
» Assistance and support with home maintenance and repairs	\$150 per hour, quoted based on task and requirements, and a 10% coordination fee capped at \$500 applies 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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Additional details about our price list

Prices for evenings, weekends and public holidays

The prices in this list are for our standard hours, weekdays between 9am and 5pm.

If you need a service outside these times, it costs us more to provide, so a higher price applies. We work these out as a set increase on the standard price:

- » **Weekday evenings and nights:** 1.5 times the standard price
- » **Saturdays and Sundays:** 2 times the standard price
- » **Public holidays:** 2.5 times the standard price

Not every service is available outside standard hours, this depends on staff being available. Minimum service times still apply. We will always talk with you and confirm the price before we arrange a service, so there are no surprises.

Care Management

Everyone in the Support at Home program sets aside 10% of their quarterly care budget for Care Management, which goes into a shared fund. This is a requirement for everyone and can't be opted out of. The fund is managed by Services Australia and looked after by NCS, so everyone gets the care management they need as their needs change over time.

Care management is treated as a clinical support, which means the government funds it and it isn't an extra cost to you. So while 10% of your package is set aside for care management, the other 90% of your budget stays fully available for your direct care and services.

Self-management

If you choose to self-manage, and we're able to support this, we add a 10% coordination fee to any invoices from third-party providers.

Associated (third-party providers)

Northside Community Service works closely with associated providers so you receive safe, high-quality and respectful care. We'll need to approve any third-party provider before they start, and we may decide not to go ahead, or to end an arrangement, if a provider can't meet the Aged Care Quality Standards or the requirements of the Aged Care Quality and Safety Commission.

Cost of meals delivered to your home

If you choose to have meals provided as part of your Support at Home package, you may need to pay a fee to the provider — for example, the cost of ingredients — as well as the client contribution assessed by Services Australia.