

Support at Home

Fee Schedule and Terms and Conditions

Contact our Customer Journey team
or Care Partner team to talk about
information contained in this document.

Phone 1300 444 663

Email homecare@helpinghand.org.au

Information current at 1 November 2025



Helping Hand

Support at Home Fee Schedule 2025-2026

	Service Rates					Full Pensioner Co-Contribution					Part Pensioner and Self Funded Retiree Co-Contribution				
	Weekday 6am-6pm	Weeknight 6pm-6am	Saturday	Sunday	Public Holiday	Weekday 6am-6pm	Weeknight 6pm-6am	Saturday	Sunday	Public Holiday	Weekday 6am-6pm	Weeknight 6pm-6am	Saturday	Sunday	Public Holiday
CLINICAL CARE SERVICES*						0% co-contribution					0% co-contribution				
Allied Health: Individual - Home	\$210.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Allied Health: Individual - Clinic	\$170.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Allied Health: Groups	\$40.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Allied Health: Assistant	\$115.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Nursing: Registered Nurse	\$180.00	\$207.00	\$225.00	\$270.00	\$360.00	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Nursing: Enrolled Nurse	\$140.00	\$161.00	\$175.00	\$210.00	\$280.00	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Nursing: Nursing Assistant	\$115.00	\$132.25	\$143.75	\$172.50	\$230.00	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
INDEPENDENCE SERVICES						5% co-contribution					Maximum 50% co-contribution				
Personal Care	\$110.00	\$126.50	\$137.50	\$165.00	\$220.00	\$5.50	\$6.32	\$6.87	\$8.25	\$11.00	\$55.00	\$63.25	\$68.75	\$82.50	\$110.00
Social Support: Individual	\$100.00	\$115.00	\$125.00	\$150.00	\$200.00	\$5.00	\$5.75	\$6.25	\$7.50	\$10.00	\$50.00	\$57.50	\$62.50	\$75.00	\$100.00
Social Support: Groups#	\$30.00	N/A	N/A	N/A	N/A	\$1.50	N/A	N/A	N/A	N/A	\$15.00	N/A	N/A	N/A	N/A
In-Home Respite Care	\$105.00	\$120.75	\$131.25	\$157.50	\$230.00	\$5.25	\$6.04	\$6.56	\$7.88	\$10.50	\$52.50	\$60.38	\$65.63	\$78.75	\$105.00
Transport (per trip)^	\$50.00	N/A	N/A	N/A	N/A	\$2.50	N/A	N/A	N/A	N/A	\$25.00	N/A	N/A	N/A	N/A
EVERYDAY LIVING SERVICES						17.5% co-contribution					Maximum 80% co-contribution				
Domestic Assistance	\$100.00	N/A	N/A	N/A	N/A	\$17.50	N/A	N/A	N/A	N/A	\$80.00	N/A	N/A	N/A	N/A
Meals (per meal)+	\$15.00	N/A	N/A	N/A	N/A	\$2.63	N/A	N/A	N/A	N/A	\$12.00	N/A	N/A	N/A	N/A
Gardening	\$100.00	N/A	N/A	N/A	N/A	\$17.50	N/A	N/A	N/A	N/A	\$80.00	N/A	N/A	N/A	N/A
Home Maintenance and Repairs	\$110.00	N/A	N/A	N/A	N/A	\$19.25	N/A	N/A	N/A	N/A	\$88.00	N/A	N/A	N/A	N/A
CARE MANAGEMENT						0% co-contribution					0% co-contribution				
Essential	\$90.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Enhanced	\$115.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A
Clinical / Complex	\$140.00	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A	NIL	N/A	N/A	N/A	N/A

Co-Contributions

For anyone assessed by My Aged Care after 12 September 2024, client co-contributions apply.

The government, not Helping Hand, sets the level of contribution that you pay, and this changes depending on your level of income and assets. Services Australia will let you know what co-contributions you are eligible to pay. The rate is based on the type of service received:

No contribution for clinical support services (such as nursing, or physiotherapy) - the government will fully fund clinical care services.

- 0% contribution for full and part pensioners, and self funded retirees.

Moderate contributions for independence services (such as personal care) and products and equipment.

- 5% contribution for full pensioners
- 5-50% contribution for part pensioners (means tested)
- 50% contribution for self funded retirees

Higher contributions for everyday living services (such as domestic assistance and gardening), as the government does not typically fund these services for anyone at other stages of life.

- 17.5% contribution for full pensioners
- 17.5-80% contribution for part pensioners (means tested)
- 80% contribution for self funded retirees

Hourly Rates

All rates in the fee schedule overleaf are average hourly rates unless otherwise specified.

All services are billed in 15 minute increments, depending on agreed length of service in your Care Plan as per assessed need.

Care Management Fees

The government allocates 10% of your Support at Home funds for Helping Hand to use for Care Management purposes. Co-contribution does not apply for Care Management Fees.

Care Management is divided into three levels:

Essential: general enquiries and questions about your services

Enhanced: care management support for more detailed enquiries, support with reassessment, and changes to your plans or budgets

Clinical / Complex: care management related to clinical needs and support, and complex enquiries.

Cancellations

A cancellation fee will be charged in the following situations:

- when the client is not home at the time of the service (without notification)
- if the client turns the worker away upon arrival
- if the service is cancelled with less than 2 business days' notice

Clinical Care and Allied Health Services

*Clinical Care Services, including allied health and nursing: the rates in this section represent the average rate per hour. Prices may vary depending on clinical care needs, including assessments and documentation.

All Allied Health Professional appointments require documentation time in addition to appointment time. Time is determined by service and will be charged in addition to appointment time.

Allied Health Professional services include Physiotherapy, Podiatry, Social Work, Occupational Therapy, Dietetics, and Exercise Physiology.

Telehealth appointments are charged at clinic visit rates.

Social Support: Groups

#Social Group prices are based on the specific social group you wish to participate in. The price listed in this fee schedule represents the average price per hour and does not include incidentals (ie the cost of meals, transport, tickets to events).

Transport Services

^Transport Services are billed per one way trip (ie picking up a client from their home and driving them to their destination is one trip. Taking the client back home is a second trip.) The price per trip in this fee schedule is an average.

To confirm actual costs, please discuss with our Customer Journey team and/or Care Partner team.

Meals

+Meal prices are based on a per meal delivered basis. This is an average price and depends on client preferences, dietary requirements, and nutritional requirements.

To confirm actual costs, please speak with our Customer Journey team and/or Care Partner team.

Associated Providers

If associated providers (eg third party contractors) are used, fees will be agreed upon prior to starting the service.