

## Support at Home – Pricing schedule

### SAH - 1 November 2025

Under the Support at Home program, we offer a wide range of quality nursing, allied health, personal care and support services to help people live positively and improve their health, well-being and independence.

We offer Clinical, Independence and Everyday Living services based on your needs, your assessed eligibility and budget.

### Contribution Rates

Your contribution rate is determined by the Government (Services Australia). It is based on the type of service you wish to receive, your pension status as well as your income and asset assessment. You will need to pay contributions at your assessed rate for services received from the Everyday Living and Independence categories. You do not need to pay any contribution towards services received from the Clinical category.

### Your Care, Your Contribution

| Nursing Care                                  | Clinical Support   | Independence | Everyday Living |
|---|--|--------------|-----------------|
| • Full Pensioner                              | 0%   | 5%           | 17.5%           |
| • Part Pensioner                              | 0%   | 5%-50%       | 17% - 80%       |
| • Self-Funded and means not disclosed         | 0%   | 50%          | 80%             |
| • Participants on a Grandfathered Arrangement | <ul style="list-style-type: none"> <li>➤ Previous HCP recipients who were not required to pay an income-tested care fee will continue to make no contributions under Support at Home. This includes all grandfathered full-rate pensioners.</li> <li>➤ Previous HCP recipients who were required to pay an income-tested care fee will transition to Support at Home with discounted contribution arrangements.</li> </ul> |              |                 |

### Clinical services

We can provide nursing and specialised clinical care including dementia care, diabetes support, continence management, medication management, wound management, and stoma care. Our team of highly skilled nurses and allied health professionals can help you optimise your strength, function and independence.

#### Hourly Rates

| Nursing Care               | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|----------------------------|-----------------------------|---------|----------|--------|----------------|
| • Registered nurse         | \$160                       | \$198   | \$239    | \$277  | \$393          |
| • Enrolled nurse           | \$130                       | \$166   | \$199    | \$229  | \$320          |
| • Nursing assistant        | \$110                       | \$133   | \$174    | \$203  | \$289          |
| • Nursing care consumables | Prices available on request |         |          |        |                |

| Allied Health and Nutrition   | Standard | Evening | Saturday | Sunday | Public Holiday |
|---|----------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"><li>Physiotherapist (individual)</li></ul>  | \$200    | N/A     |          |        |                |
| <ul style="list-style-type: none"><li>Occupational therapist</li></ul>        |          |         |          |        |                |
| <ul style="list-style-type: none"><li>Podiatrist</li></ul>                    |          |         |          |        |                |
| <ul style="list-style-type: none"><li>Dietitian</li></ul>                     | \$200    | N/A     |          |        |                |
| <ul style="list-style-type: none"><li>Exercise physiologist</li></ul>         | \$200    |         |          |        |                |
| <ul style="list-style-type: none"><li>Social worker</li></ul>                 |          |         |          |        |                |
| <ul style="list-style-type: none"><li>Speech pathologist</li></ul>            |          |         |          |        |                |
| <ul style="list-style-type: none"><li>Counsellor or psychotherapist</li></ul> |          |         |          |        |                |
| <ul style="list-style-type: none"><li>Music therapist</li></ul>               |          |         |          |        |                |

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|   |                             |
|---|-----------------------------|
| <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander health practitioner</li> </ul> | Prices available on request |
| <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander health worker</li> </ul>       |                             |
| <ul style="list-style-type: none"> <li>Prescribed nutrition</li> </ul>                                      |                             |

## Independence services

We offer essential personal care, therapeutic, and social support services designed to enhance your independence and optimise your well-being. We will work with you to understand what matters most, so you can stay connected with your community.

### Hourly Rates

| Personal Care  | Standard | Evening | Saturday | Sunday | Public Holiday |
|--|----------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"> <li>Assistance with self-care and activities of daily living</li> </ul> | \$110    | \$120   | \$150    | \$176  | \$253          |
| <ul style="list-style-type: none"> <li>Assistance with the self-administration of medication</li> </ul>    |          |         |          |        |                |
| <ul style="list-style-type: none"> <li>Community Access</li> </ul>   |          |         |          |        |                |
| <ul style="list-style-type: none"> <li>Continence management</li> </ul>                                    |          |         |          |        |                |

| Social Support and Community Engagement  | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|--|-----------------------------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"><li>Groupsocial support (&lt;25km, min. 4 hours)</li></ul> | \$54                        | \$67    | \$81     | \$95   | \$135          |
| <ul style="list-style-type: none"><li>Groupsocial support (&gt;25km, min. 4 hours)</li></ul> | \$58                        | \$72    | \$87     | \$101  | \$144          |
| <ul style="list-style-type: none"><li>Individual social support</li></ul>                    | \$99                        | \$123   | \$150    | \$176  | \$253          |
| <ul style="list-style-type: none"><li>Accompanied activities</li></ul>                       |                             |         |          |        |                |
| <ul style="list-style-type: none"><li>Assistanceto maintain personal affairs</li></ul>       |                             |         |          |        |                |
| <ul style="list-style-type: none"><li>Individual social support (telehealth)</li></ul>       | \$73                        | \$92    | \$112    | \$132  | \$190          |
| <ul style="list-style-type: none"><li>Cultural support</li></ul>                             | Prices available on request |         |          |        |                |
| <ul style="list-style-type: none"><li>Digital education and support</li></ul>                |                             |         |          |        |                |
| <ul style="list-style-type: none"><li>Expenses to maintain personal affairs</li></ul>        |                             |         |          |        |                |

| Respite   | Standard | Evening | Saturday | Sunday | Public Holiday |
|---|----------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"> <li>Flexible respite</li> </ul>                          | \$100    | \$123   | \$150    | \$176  | \$253          |
| <ul style="list-style-type: none"> <li>Overnight respite (active, min. 10 hours)</li> </ul> | N/A      | \$104   | \$127    | \$148  | \$211          |

| Therapeutic Services for Independent Living                           | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|---|-----------------------------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"><li>Chiropractor</li></ul>          | \$200 -Max                  | N/A     |          |        |                |
| <ul style="list-style-type: none"><li>Osteopath</li></ul>             | \$200- Max                  |         |          |        |                |
| <ul style="list-style-type: none"><li>Remedial masseuse</li></ul>     | \$200- Max                  |         |          |        |                |
| <ul style="list-style-type: none"><li>Acupuncturist</li></ul>         | Prices available on request |         |          |        |                |
| <ul style="list-style-type: none"><li>Art therapist</li></ul>         |                             |         |          |        |                |
| <ul style="list-style-type: none"><li>Diversional therapist</li></ul> |                             |         |          |        |                |

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### Hourly Rates

| Transport                      | Standard                   | Evening | Saturday | Sunday | Public Holiday |
|--------------------------------|----------------------------|---------|----------|--------|----------------|
| • Direct transport (<10km)     | \$35                       | \$44    | \$53     | \$62   | \$88           |
| • Direct transport (10 - 20km) | \$69                       | \$87    | \$105    | \$123  | \$176          |
| • Direct transport (>20km)     | \$104                      | \$130   | \$158    | \$185  | \$264          |
| • Indirect Transport           | Price Available on request |         |          |        |                |

## Everyday Living services

We can make life a little easier by completing or assisting with day-to-day tasks including home cleaning, laundry and ironing, home maintenance and repairs as well as meal preparation and support.

### Hourly Rates

| Domestic Assistance                   | Standard | Evening | Saturday | Sunday | Public Holiday |
|---------------------------------------|----------|---------|----------|--------|----------------|
| • General house cleaning              | \$100    | \$123   | \$150    | \$176  | \$253          |
| • Laundry services                    |          |         |          |        |                |
| • Shopping assistance - Unaccompanied |          |         |          |        |                |

| Meals              | Standard  | Evening | Saturday | Sunday | Public Holiday |
|--------------------|---|---------|----------|--------|----------------|
| • Meal preparation | \$100   | \$123   | \$150    | \$176  | \$253          |
| • Meal delivery    | Prices available on request/ as per meal Provider's rates |         |          |        |                |

| Home Maintenance and Repairs   | Standard                    | Evening | Saturday | Sunday | Public Holiday |
|--|-----------------------------|---------|----------|--------|----------------|
| <ul style="list-style-type: none"><li>Gardening</li></ul>                                    |                             | N/A     |          |        |                |
| <ul style="list-style-type: none"><li>Assistance with home maintenance and repairs</li></ul> | Prices available on request |         |          |        |                |
| <ul style="list-style-type: none"><li>Expenses for home maintenance and repairs</li></ul>    |                             |         |          |        |                |

## Care Management

Under the Support at Home program, you will work with a dedicated Care Partner to create a care plan based on your needs, goals and interests. They'll get to know what's important to you, help you choose your services, consult with your supporter (if you wish), and update your budget as needed. They'll check in with you regularly to make sure your care plan is meeting your needs. For ongoing services, the Australian Government automatically sets aside 10% of your quarterly budget. For end of life and restorative care the below prices will apply for care management activities.

| Care Management    | Hourly Rate |
|--------------------|-------------|
| • Ongoing services | \$120       |
| • Restorative care | \$160       |
| • End of Life      | \$160       |

### Assistive Technology and Home Modifications

We can help organise equipment, assistive technology and home modifications to support your comfort and safety at home. We charge administration fees to cover the cost of assistive technology activities such as liaising with suppliers and arranging product delivery. This fee is calculated at 10% of the total cost of the item (or bundle), capped at \$500 (whichever is lower). To cover the costs of home modification activities, we charge a coordination fee equal to 15% of the total quoted home modification costs capped at \$1,500 (whichever is lower). Regardless of your assistive technology and home modification needs, our expert team of Care Partners will ensure a smooth and coordinated experience and will work with you to confirm and agree prices before purchasing.

#### Notes :

- GST is not applicable to the above services under Support at Home.
- Minimum Service Hours: Prestige In home Care operates with the following service hours:
  - 1 hour minimum for standard Clinical services.
  - 15 minutes minimum for care management.
  - 2 hours minimum for domestic services.
  - 1.5 hour minimum for gardening and home maintenance services (materials including tip fees are in addition to the hourly rate).
- Transport Services: Additional accompanied activities services greater than 70km can be quoted for at the time of request.
- ATHM administration fee applicable on all ATHM invoices:
  - Assistive Technology Administration Fee Cap: 10% of the total cost, or up to \$500 (whichever is lower).
  - Home Modification Administration fee Cap: 15% of the quoted costs or up to \$1,500 (whichever is lower).
  - Co-ordination and Prescription fees may payable for AT&HM Services.
- Nursing Services: Rate above is for standard nursing services, complex nursing service are a quoted service. Nursing services include basic clinical consumables, anything outside of this will incur an additional fee.
- Allied Health & Associate Providers: Services will be coordinated by Custodian and provided via our Approved Service Provider Partners. Service prices will be discussed and agreed at the time of booking. Prestige may apply an administration/processing fee of 10%, this will be incorporated into the total amount quoted.
- Notification of any cancellation must be received at least two business days prior to the commencement of the service otherwise full fees will be incurred.
- Hourly rates are inclusive of employee wages, supplier charges and indirect costs such as administration and transit time
- You may be eligible for hardship assistance to pay for contributions. We can help you to apply for this assistance.
- Some services or consumables will be charged based on their actual cost and will vary based on client needs, preferences and service availability. These services may be offered through third-party workers. Prices will be provided on request for indirect transport, selected therapeutic services for everyday living, meal delivery and home maintenance services as well as nursing consumables. These prices will include the cost of the service (or consumable) and may include overhead costs to support service delivery and quality assurance.
- Telehealth and virtual services may be offered where clinically appropriate.
- We may adjust fees from time to time and will agree the price of services or consumables by mutual consent, following consultation with you.