

Price List for Support at Home Participants

Metropolitan Melbourne

(Effective 1 November 2025)

Clinical Support

Services under the Clinical Support category attracts 0% participant contribution for all participants.

All rates are rates per hour and will be charged in 15-minute increment unless stated otherwise.

Service Type	Service ⁽¹⁾	Travel ⁽²⁾	Standard (8am-6pm)	Weekday non- standard	Saturday	Sunday	Public holiday
Nursing care	Registered nurse clinical care – Direct	0-15km	\$237	\$270	\$348	\$404	\$459
		15-30km	\$252	\$285	\$363	\$419	\$474
		30-60km	\$272	\$305	\$383	\$438	\$494
		60km+	\$282	\$315	\$393	\$449	\$504
	Registered nurse clinical care (Telehealth)	-	\$160	\$184	\$240	\$280	\$320
	Registered nurse clinical care – Indirect	-	\$160	\$184	\$240	\$280	\$320

⁽¹⁾ Direct refers to face-to-face time. Indirect refers to documentation, recordkeeping, coordination, service planning and development.

⁽²⁾ One-way distance from Beata Homecare's head office.

Service Type	Service ⁽¹⁾	Travel ⁽²⁾	Standard
Allied health and therapy	Allied health assistance		\$200
	Podiatry – Direct (at clinic) (30min)		\$125 for 30mins
	Podiatry – Direct (at home)		\$240
	Speech pathology		\$250
	Diet or nutrition – Direct		\$280
	Diet or nutrition – Indirect		\$250

	Physiotherapy – Direct (at clinic)(30min)		\$130 for 30mins
	Physiotherapy – Direct (at home)(up to 30min)	0-20km only	\$190 for 30mins
	Physiotherapy – Direct (at home)(45min +)	0-20km	\$275
		20-40km	\$305
		40-60km	\$330
	Physiotherapy – Direct (at home) – specialised care	All location	\$320
	Physiotherapy – Indirect		\$250
	Exercise physiology – Direct (at clinic)		\$250
	Exercise physiology – Direct (at home)		\$275
	Exercise physiology - Indirect		\$250
	Occupational therapy – Direct (up to 30min)		\$195 for 30mins
	Occupational therapy – Direct (45min+)		\$250
	Occupational therapy - Indirect		\$225
Care Management	Home support care management		\$140
Restorative care management	Home support restorative care management		\$160
Nursing care	Nursing care consumables (Eg. prescribed skin emollients for management of skin integrity, oxygen consumables, disposable continence aids)		Charged as per receipt

⁽¹⁾ Direct refers to face-to-face time. Indirect refers to documentation, recordkeeping, coordination, service planning and development.

⁽²⁾ One-way distance from Beata Homecare's head office.

Independence

Participant contributions may be applicable for services under the Independence category.

All rates are rates per hour and will be charged in 15-minute increment unless stated otherwise.

Service Type	Service⁽³⁾	Travel⁽⁴⁾	Standard (6am-8pm)	Weekday non- standard	Saturday	Sunday	Public holiday
Home or community general respite	Flexible respite (in-home respite) – non-complex care needs		\$117	\$135	\$175	\$205	\$234
	Flexible respite (in-home respite) – complex care needs		\$125	\$144	\$187	\$219	\$250
Personal care	Assistance with self-care and activities of daily living – non-complex care needs		\$117	\$135	\$175	\$205	\$234
	Assistance with self-care and activities of daily living – complex care needs		\$125	\$144	\$187	\$219	\$250
	Assistance with the self-administration of medication		\$125	\$144	\$187	\$219	\$250
	Continence management (non-clinical) – non-complex care needs		\$117	\$135	\$175	\$205	\$234
	Continence management (non-clinical) – complex care needs		\$125	\$144	\$187	\$219	\$250
Social support and community engagement	Accompanied activities <i>(Eg. Escorted medical appointments, escorted social activities. Excludes shopping assistance.)</i>	0-15km	\$125	\$142	\$180	\$208	\$235
		15-30km	\$140	\$156	\$195	\$222	\$250
		30-45km	\$155	\$172	\$210	\$238	\$265
		45-60km	\$170	\$187	\$225	\$252	\$280
	Cultural support <i>(Eg. Assistance in attending cultural and community events, accessing translating and interpreting services, referral pathways to advocacy and community organisations.)</i>	no travel	\$128	\$147	\$192	\$224	\$256
		0-15km	\$143	\$162	\$207	\$239	\$271
		15-30km	\$158	\$177	\$222	\$254	\$286
		30-45km	\$173	\$192	\$237	\$269	\$301
		45-60km	\$188	\$207	\$252	\$284	\$316
	Individual social support (in-home companionship)		\$117	\$135	\$175	\$205	\$234

	Digital education and support	\$117	\$135	\$175	\$205	\$234
	Assistance to maintain personal affairs	\$117	\$135	\$175	\$205	\$234

⁽³⁾ A minimum engagement of 2 hours per shift is required, which may comprise a combination of services.

⁽⁴⁾ Total distance travelled by care staff within the service.

Service Type	Service	Travel ⁽²⁾	Standard
Therapeutic services for independent living	Acupuncture		\$220
	Chiropractic		\$220
	Remedial massage	0-20km	\$206
		20-40km	\$230
		40-60km	\$260
Home or community general respite	Community and centre-based respite (Planned Activity Groups)		\$40
Transport	Indirect Transport (Eg. taxi or rideshare services. Cannot be used for holiday-related travel.)		Charged as per receipt
Assistive technology and home modifications	Assistive technology & Home modifications (In line with the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance and repair)		Charged as per final agreed price

⁽²⁾ One-way distance from Beata Homecare's head office.

Everyday Living

Participant contributions may be applicable for services under the Everyday Living category.

All rates are rates per hour and will be charged in 15-minute increment unless stated otherwise.

Service Type	Service ⁽³⁾	Travel ⁽⁴⁾	Standard (6am-8pm)	Weekday non- standard	Saturday	Sunday	Public holiday
Domestic Assistance	General house cleaning		\$112	\$129	\$168	\$196	\$224
	Laundry services		\$112	\$129	\$168	\$196	\$224
	Shopping assistance (Escorted or unescorted)	0-15km	\$125	\$142	\$180	\$208	\$235
		15-30km	\$140	\$156	\$195	\$222	\$250
		30-45km	\$155	\$172	\$210	\$238	\$265
		45-60km	\$170	\$187	\$225	\$252	\$280
Meals	Meal preparation		\$112	\$129	\$168	\$196	\$224

⁽³⁾ A minimum engagement of 2 hours per shift is required, which may comprise a combination of services.

⁽⁴⁾ Total distance travelled by care staff within the service.

Service Type	Service	Standard
Home maintenance and repairs	Assistance with home maintenance and repairs	\$150
	Gardening	\$110

Service Type	Service	Breakfast & Lunch	Dinner	Dessert, side dish & soup
Meals	Meal delivery ⁽⁵⁾	\$13.65	\$19.15	\$5.50

⁽⁵⁾ Fee per meal. The fee covers for the cost for meal preparation and delivery. The costs for ingredients will be billed directly to the participant from the meal provider, in accordance with Support at Home guidelines.

Notes:

- *All rates are rates per hour and will be charged in 15-minute increments, unless stated otherwise.*
- *All above prices are exclusive of GST.*
- *A minimum of 2 business days' notice is required for cancellation of a service, otherwise the full rate for the scheduled service is charged.*
- *Care staff will require a 30minute break for any services exceeding 5 hours. Staff cannot supervise or assist a client during their breaks. You will not be charged for the break time.*
- *A 10% care management fee is deducted from each participant's quarterly ongoing budget to support the coordination and oversight of care services. These funds are pooled within each service delivery branch to ensure equitable distribution and responsiveness to participants' needs. Restorative care management is deducted from the Restorative Care Pathway budget and is not included in this pooled 10% fee. Refer to the official Support at Home guidelines for further information.*
- *The previous package management fee, applicable under the Home Care Package program, has been removed. Administrative and overhead costs are now included within the service fees.*
- ***This price list will be reviewed in three months. Any changes will be communicated if applicable.***
- *Refer to the Service Agreement for full terms and conditions. For details on the included or excluded services under the Support at Home program, please refer to the official Support at Home guidelines.*