

Support at Home – Service & Price List

Pricing is valid from 1st November 2025 – 30th June 2026

Our services are designed to help you live the way you choose - safely, comfortably, and with dignity. We provide flexible, personalised services that make daily life easier and support your health and wellbeing, so you can continue doing the things that matter most to you.

Our aim is to make home care clear, accessible, and reassuring. We're here to help you understand your options, make informed choices, and feel confident that the support you receive truly enhances your independence and quality of life at home.

The following information provides a breakdown of our service offerings and pricing, which your Care Manager will discuss with you when developing your individual care plan and budget. Please note that our pricing is reviewed and updated each year on 1 July in accordance with the terms of our Service Agreement.

1. Clinical Supports

Clinical care services under the Wendy's Support at Home program are delivered by qualified health professionals such as nurses and allied health practitioners to maintain or improve your health, safety, and independence.

Under Support at Home, clinical services are funded based on assessed need and must align with your individual Support Plan and Notice of Decision. Clinical care services are fully funded and do not require any client co-contribution. Your Wendy's Care Manager will work with you to ensure clinical services are delivered efficiently and within approved budget limits.

Clinical Support – Service List

NURSING CARE						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Registered Nurse	\$160					
Nursing Assistant	\$110	\$132	\$152	\$152	\$190	\$240
Nursing Consumables	115% of invoiced price	Specialised nursing products (e.g., prescribed skin emollients for management of skin integrity, oxygen consumables, specialised wound dressings and continence management) that are specific to an individual client and that a nurse would not be expected to carry as an everyday consumable.				

ALLIED HEALTH & THERAPY		
Service:	Unit Price:	Description
Occupational Therapist	\$250	Assesses needs and recommends strategies, equipment, or home modifications to support mobility, self-care, and well-being.
Physiotherapist	\$190	Helps people improve strength, mobility, and balance to stay active and independent. They provide tailored exercises, treatments, and advice to manage pain, recover from an injury, and prevent falls.
Group Physiotherapy	\$52	
Podiatrist	\$180	Cares for foot and lower limb health to support mobility, comfort, and balance. They treat conditions like calluses, nail problems, and foot pain, and help prevent complications for people with diabetes and circulation issues.
Exercise Physiologist	\$190	Designs safe, personalised exercise programs to improve strength, fitness, and overall health. They help people manage chronic conditions, recover from illness or injury, and maintain independence through movement.
Group Exercise Physiology	\$52	
Speech Pathologist	\$240	Helps people with swallowing difficulties. They assess and provide therapy to improve speech, language, voice, and safe eating and drinking.
Dietitian	\$200	Provides expert nutrition advice to support health, recovery, and wellbeing. They create personalised meal plans to manage medical conditions, improve energy, and maintain a healthy weight.
Psychologist	\$250	Helps people to understand and manage their thoughts, emotions, and behaviours that affect their wellbeing. They use evidence-based therapy to support mental health, coping skills, and positive life changes.
Counsellor or Therapist	\$210	Listens to and supports people to work through personal or emotional challenges. They help build coping skills, confidence, and wellbeing through open and supportive conversation.
Music Therapist	\$165	Uses music to support emotional, cognitive, and physical wellbeing. They use singing, instruments, and listening activities to improve mood, memory, communication, and relaxation.
CARE MANAGEMENT		
Service:	Unit Price:	Description
Care Management	\$150	<p>Involves coordinating and overseeing services to meet each person's care needs and goals. Care management includes care planning, regular reviews, and ongoing support and communication to ensure quality, continuity, and positive outcomes.</p> <p><u>Note that care management fees are no longer charged to your government subsidy, they are now charged to the provider subsidy which is a pool of funding paid directly to Wendy's by the Government each quarter.</u></p>
NUTRITION		
Service:	Unit Price:	Description
Nutrition Consumables	115% of invoiced price	Prescribed supplementary dietary products (enteral and oral) and aids required to treat impairments or functional decline.

2. Independence Supports

Services in the *Independence* category support people to continue living safely and confidently in their own homes for as long as possible. These services focus on helping you maintain your ability to manage daily tasks such as showering, dressing, keeping active, and getting around your home or community. Support may include personal care, therapeutic services, and practical assistance that helps you stay independent.

Funding for *Independence* services is based on your assessed needs and goals, as outlined in your Support Plan and Notice of Decision. You may be required to make a co-contribution toward the cost of these services depending on your financial circumstances, as assessed by Services Australia.

Independence Supports – Service List

PERSONAL CARE						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Assistance with self-care	\$92	\$110	\$127	\$127	\$160	\$198
Assistance with self-administration of medication	\$92	\$110	\$127	\$127	\$160	\$198
Continence assistance (non-clinical)	\$92	\$110	\$127	\$127	\$160	\$198
HOME OR COMMUNITY GENERAL RESPITE						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Flexible Respite	\$92	\$110	\$127	\$127	\$160	\$198
Flexible Respite - Sleepover	\$315.20	10pm – 6am sleepover service (additional fees if active duties required during this time).				
Community & Centre Based Respite	\$275	Full day (standards weekdays), including transport to and from centre				
	\$162	Full day (standards weekdays), transport not included.				
SOCIAL SUPPORT & COMMUNITY ENGAGEMENT						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Individual Social Support	\$92	\$110	\$127	\$127	\$160	\$198
Accompanied Activities	\$92	\$110	\$127	\$127	\$160	\$198
Cultural Support	\$92	\$110	\$127	\$127	\$160	\$198
Support to maintain personal affairs	\$92	\$110	\$127	\$127	\$160	\$198

TRANSPORT						
Accompanied Transport (Care Worker provides transport and assistance)						
	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
1hr service and up to 5km	\$98.25	\$116.25	\$133.25	\$133.25	\$166.25	\$204.25
1hr service and up to 10km	\$104.50	\$122.50	\$139.50	\$139.50	\$172.50	\$210.50
1hr service and up to 15km	\$110.75	\$128.75	\$145.75	\$145.75	\$178.75	\$216.75
1hr service and up to 20km	\$117.00	\$135.00	\$152.00	\$152.00	\$185.00	\$223.00
1hr service and up to 30km	\$129.50	\$147.00	\$164.50	\$164.50	\$197.50	\$235.50
1hr service and up to 40km	\$142.00	\$160.00	\$177.00	\$177.00	\$210.00	\$248.00
1hr service and up to 50km	\$154.50	\$172.50	\$189.50	\$189.50	\$222.50	\$260.50
Unaccompanied Transport						
Cab charge or taxi vouchers	115% of invoiced price					
THERAPEUTIC SERVICES FOR INDEPENDENT LIVING						
Service:	Unit Price:					
Osteopath	\$165	Uses hands-on techniques to improve movement, reduce pain, and support overall wellbeing. They focus on how the body's muscles, joints, and bones work together to promote balance and mobility.				
Chiropractor	\$165	Focuses on the health of the spine, muscles, and joints. The use gentle adjustments and other techniques to relieve pain, improve mobility, and support overall body function.				
Remedial Massage	\$165	Uses targets techniques to relieve muscle tension, improve circulation, and reduce pain. It helps with recovery, flexibility, and overall physical wellbeing.				
Acupuncturist	\$165	A traditional therapy that uses fine needles to stimulate specific points on the body. It helps relieve pain, improve circulation, and support physical wellbeing.				
Art Therapy	\$165	Uses creative activities like painting and drawing to help express emotions and experiences; supporting emotional healing, self-awareness, and well-being.				

3. Everyday Living Supports

The *Everyday Living* category under the *Support at Home* program helps people manage the practical tasks of daily life, so they can continue living comfortably and safely at home. These services focus on maintaining a clean, secure, and well-functioning home environment, and may include house cleaning, laundry, meal preparation, home maintenance, and light gardening.

Funding for *Everyday Living* services is intended to support essential daily activities that enable independence and services must align with your assessed needs and goals in your Support Plan and Notice of Decision. You may be required to make a co-contribution toward the cost of services depending on your financial circumstances, as assessed by Services Australia.

Everyday Living Supports – Service List

HOME MAINTENANCE & REPAIRS						
Service:	Unit Price:					
Light Gardening & Mowing	\$135	Helps maintain a safe outdoor environment. Tasks may include lawn mowing, weeding, watering, and basic upkeep to help outdoor areas stay safe and accessible.				
Assistance with Home Maintenance	\$135	Keeps the home safe, functional, and in good condition. It includes minor repairs and basic upkeep.				
DOMESTIC ASSISTANCE						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Domestic Assistance	\$92	\$110	\$127	\$127	\$160	\$198
Laundry Services	\$92	\$110	\$127	\$127	\$160	\$198
Shopping Assistance	\$92	\$110	\$127	\$127	\$160	\$198
General House Cleaning	\$135					
MEALS						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Meal Preparation	\$92	\$110	\$127	\$127	\$160	\$198
Meal Delivery	115% of invoiced price					

4. Assistive Technology & Home Modifications (AT-HM)

The AT-HM program provides equipment, aids, and home adjustments that help you live safely and independently. These supports can include items such as shower chairs, mobility aids, grab rails, ramps, or other assistive devices, as well as home modifications like widening doorways, installing handrails, or adapting bathrooms to improve accessibility and safety.

How AT-HM Funding Works

Your AT-HM funding is a special allocation under the Support at Home Program.

It is separate from your ongoing services budget and is used specifically for assistive equipment or home modifications.

Your Care Manager will work with you and your prescriber to make sure any equipment or home modifications meet your needs, fit within your funding, and comply with Support at Home guidelines.

Key points:

- Funding must be linked to an assessment or prescription.
- The cost of wrap-around services and follow-up checks are included in the same funding allocation.
- There is no client contribution required towards prescription or wrap-around service costs.
- There may be client contributions required towards the cost of the items or modifications.
- Wendy's charges a 10% administration and coordination fee on top of the GST exc. invoiced cost of assistive technology (capped at \$500), and a 15% administration and coordination fee on top of the GST exc. invoiced cost of home modifications (capped at \$1500).
- The amount of funding available to you will depend on your individual needs, safety risks, and the outcome of your assessment.
- If you are an HCP grandfathered client with HCP unspent funds, any assistive technology and / or home modifications purchases will be drawn down from your unspent funds before being drawn down from your AT-HM funding as required under the funding model.

Who allocates the funding and how it's approved

- After your aged-care assessment (via My Aged Care), you receive a Notice of Decision and a Support Plan.
- If you are eligible for AT-HM supports, the assessor confirms whether you qualify for assistive technology and/or home modifications and assigns you a "tier" of funding.
- Your Wendy's Care Manager then works with you to organise the prescription, purchase, installation, and wrap-around services.

Tier	Funding Limit	Time to Spend	Notes
Low	Under \$500	Up to 12 months	For smaller aids and modifications
Medium	Up to \$2,000	Up to 12 months	Suitable for moderate-level equipment / changes.
High	Up to \$15,000	Up to 12 months	Home modifications and complex equipment. Extensions possible in certain cases.

Prescriptions

Some equipment and all home modifications need to be prescribed by a qualified health professional, such as an occupational therapist, physiotherapist, speech pathologist, nurse or GP.

Your prescriber will:

- Assess your needs and home environment
- Recommend safe and suitable equipment or home modifications
- Arrange quotes if required

There is no client contribution required for clinical prescription services, clinical prescription services are fully funded from your AT-HM allocation.

Wrap-Around Services

You may also receive extra services to make sure your equipment or home modifications are safe, effective and right for you.

These are called wrap-around services and may include:

- Delivery and setup of your equipment
- Safety checks
- Training or education on safe use
- Follow-up visits to check everything is working well

There is no client contribution required for wrap-around services — these are fully funded from your AT-HM allocation.

Purchasing and Pricing

AT-HM items are priced at the supplier's invoiced cost (excluding GST) plus a 10% or 15% fee to cover costs of procurement, ordering, coordination and administration. Invoiced prices vary depending on the type of product or modification.

Client Contributions

AT-HM Item	Client Contribution Category
All assistive technology products	Independence (grandfathered client) – 0%-25% Independence (non-grandfathered client) – 0%-50%
Assistive technology prescription and wrap-around services	Clinical – 0% Client Contribution for all clients
All home modifications	Independence (grandfathered client) – 0%-25% Independence (non-grandfathered client) – 0%-50%
Home modification prescription and wrap-around services	Clinical – 0% Client Contribution for all clients

Equipment and Modifications Examples

We're including the following examples to give you an idea of the kinds of simple and affordable assistive technology and home modification supports that may be funded under this program. This is an example list only – other equipment or small home changes may also be funded. All inclusions must be assessed as safe, suitable and necessary for your individual needs.

Category	Purpose	Examples of Simple, Affordable Solutions	Pricing
Safety in the Home	To reduce falls and prevent injuries	<ul style="list-style-type: none"> • Non-slip mats for showers or bathrooms • Grab rails near toilets or showers • Handrails along steps or pathways • Improved lighting in walkways or entrances 	110%-115% of invoiced price
Mobility & Getting Around	To help you move safely inside and outside your home	<ul style="list-style-type: none"> • Walking sticks or lightweight walkers • Ramps or small step modifications • Portable threshold ramps for doorways • Easy-grip stair rails 	110%-115% of invoiced price
Daily Living Aids	To make everyday tasks easier and less tiring	<ul style="list-style-type: none"> • Long-handled shoehorns • Dressing sticks or button hooks • Raised toilet seats • Easy-grip cutlery, jar or bottle openers 	110% of invoiced price
Comfort and rest	To support good posture and prevent discomfort or skin breakdown	<ul style="list-style-type: none"> • Pressure cushions for chairs • Back or neck support cushions • Adjustable-height chairs • Bed wedges for positioning 	110% of invoiced price
Communication and reminders	To support hearing, vision, and memory.	<ul style="list-style-type: none"> • Large-button phones or amplified handsets • Reminder clocks or talking alarms • Large-print labels or magnifiers • Simple visual or sound alert devices 	110% of invoiced price
Home Modifications	To make changes that enable safety & independence	<ul style="list-style-type: none"> • Accessible toilets and showers • Hand-held shower attachments • Lever taps or easy turn handles • Door handles or switches placed within easy reach 	115% of invoiced price

5. Restorative Care

Restorative Care is designed to help older people regain or improve their ability to manage daily activities after illness, injury, or a decline in function. These services focus on short-term, goal-oriented supports that build strength, confidence, and independence. Examples include physiotherapy or exercise programs to improve mobility, occupational therapy to rebuild daily living skills, or nursing support to assist with recovery and self-management of health conditions.

Funding for *Restorative Care* is provided based on an assessed need and is time-limited, reflecting its focus on reablement and recovery rather than ongoing care. Restorative Care funding is a special allocation under the Support at Home Program. It is separate from your ongoing services budget.

Services must be coordinated by qualified health professionals to ensure safety and effectiveness.

Restorative Care – Service List

NURSING CARE						
Service:	Unit Price:	WD 8-10pm	WD 10pm-6am	Saturday	Sunday	Public Holiday
Registered Nurse	\$160					
Nursing Assistant	\$110	\$132	\$152	\$152	\$190	\$240
Nursing Consumables	115% of invoiced price	Specialised nursing products (e.g., prescribed skin emollients for management of skin integrity, oxygen consumables, specialised wound dressings and continence management) that are specific to an individual client and that a nurse would not be expected to carry as an everyday consumable.				
ALLIED HEALTH & THERAPY						
Service:	Unit Price:	Description				
Occupational Therapist	\$250	Assesses needs and recommends strategies, equipment, or home modifications to support mobility, self-care, and well-being.				
Physiotherapist	\$190	Helps people improve strength, mobility, and balance to stay active and independent. They provide tailored exercises, treatments, and advice to manage pain, recover from an injury, and prevent falls.				
Group Physiotherapy	\$52					
Podiatrist	\$180	Cares for foot and lower limb health to support mobility, comfort, and balance. They treat conditions like calluses, nail problems, and foot pain, and help prevent complications for people with diabetes and circulation issues.				
Exercise Physiologist	\$190	Designs safe, personalised exercise programs to improve strength, fitness, and overall health. They help people manage chronic conditions, recover from illness or injury, and maintain independence through movement.				
Group Exercise Physiology	\$52					
Speech Pathologist	\$240	Helps people with swallowing difficulties. They assess and provide therapy to improve speech, language, voice, and safe eating and drinking.				
Dietitian	\$200	Provides expert nutrition advice to support health, recovery, and wellbeing. They create personalised meal plans to manage medical conditions, improve energy, and maintain a healthy weight.				

Psychologist	\$250	Helps people to understand and manage their thoughts, emotions, and behaviours that affect their wellbeing. They use evidence-based therapy to support mental health, coping skills, and positive life changes.
Counsellor or Therapist	\$210	Listens to and supports people to work through personal or emotional challenges. They help build coping skills, confidence, and wellbeing through open and supportive conversation.
Music Therapist	\$165	Uses music to support emotional, cognitive, and physical wellbeing. They use singing, instruments, and listening activities to improve mood, memory, communication, and relaxation.
CARE MANAGEMENT		
Service:	Unit Price:	
Restorative Care Management	\$175	Delivered by a qualified health professional; restorative care management involves short-term, goal-oriented support designed to improve your independence and reduce the need for ongoing care.
NUTRITION		
Service:	Unit Price:	
Nutrition Consumables	115% of invoiced price	Prescribed supplementary dietary products (enteral and oral) and aids required to treat impairments or functional decline.

6. End-of Life Care

The *End-of-Life* program provides compassionate, person-centred care to help older people remain comfortable and supported in their own homes during the final stages of life. These services focus on dignity, comfort, and emotional wellbeing for both the individual and their family. Support may include pain and symptom management, nursing and personal care, emotional or spiritual support, and coordination with palliative care specialists and other health professionals.

Funding for *End-of-Life* care is based on assessed needs and is tailored to ensure that care is timely, flexible, and responsive as circumstances change. Services must align with the person's care plan and preferences and may include additional professional input to manage complex needs. You may be required to make a co-contribution toward the cost of services depending on your financial circumstances, as assessed by Services Australia.

How End-of-life Funding Works

End-of-life funding provides a dedicated budget of \$25,000 and is generally available for 12 weeks, with flexibility to extend use of the same funding for up to a maximum of 16 weeks if funds remain. When end-of-life funding commences, your ongoing Support at Home services budget is paused, as the end-of-life allocation is intended to cover the higher-intensity care required during this period. If all of your end-of-life funding is fully used and you are still living and no longer meet the criteria for end-of-life care, you can transition back to accessing your ongoing Support at Home budget, with services adjusted to reflect your current needs.

Funding	Funding Limit	Time to Spend
EOL	\$25,000	12 – 16 weeks

7. Other Misc. Pricing

Sleepover	A flat fee of \$315.20 applies for each sleepover shift (10pm–6am), which covers up to 8 hours where a Home Care Worker is on site but not required to be awake or working. If the Home Care Worker needs to be awake or provide active support during this time, additional hourly charges will apply at the relevant rate. To ensure proper start-up and wind-down support, a minimum 2-hour booking is required before and/or after the sleepover period, charged at the applicable hourly rate.
Late Cancellation Fee	A late cancellation fee will apply to all cancellations received without prior notice. Prior notice means where notice is not received before 5pm the day prior to the scheduled service. The cancellation fee will be equal to the full value of the booked service had it gone ahead as scheduled.
Minimum bookings	A minimum booking of one unit applies to all services. In most cases, one unit represents one hour of service time, however in some circumstances the unit rate may be based on a different measure (for example, a fixed fee for a short visit, or a specific clinical or allied health service). Where this occurs, the relevant unit definition will be clearly shown in your service schedule or invoice.