

# Summary of Support at Home Prices

This sheet includes WCSS prices for most Support at Home services from 1 November 2025.

This is a summary of WCSS Support at Home Prices, not the co-contribution to be made by individual participants. The co-contribution to prices that an individual pays will depend on the service category and an individual's means assessment/status. Importantly, no one will pay any co-contribution for clinical care services.

## Guidance for Support at Home participants

The information in the table below is our prices and may help you assess whether you think the prices your current provider is charging are reasonable, or if you want to choose another provider. It is important that you choose a provider who can deliver care that is right for you, that you have been approved for (as outlined in your Notice of Decision), and at a price that you think is reasonable.

## Next steps

In the lead up to 1 November 2025, your current HCP provider will contact you to clearly explain any changes to your prices under Support at Home.

You will be asked to agree to the prices as part of a new service agreement. This service agreement will include a price for each service that your provider will deliver to you.

You do not have to sign an agreement if you are unhappy with the prices or if you don't understand why their prices are changing. However, you do need to have an agreement in place with a provider of your choice before you are able to receive services through Support at Home.

Once you have a service agreement in place, you can continue to receive services through Support at Home from 1 November 2025.

## **If you think our prices are unreasonable**

It is important to note that a provider who charges a price that is above other providers is not necessarily charging a price is unreasonable. However, if you feel your provider is charging a high price, you may wish to talk to them to understand:

- the scope of the service that you would receive for that price
- why the price is higher than other providers may be charging
- if the prices you will be charged under Support at Home mean you receive fewer services than you do in the HCP Program.

The Australian Government has put protections in place so that participants can be sure the prices they are charged are reasonable and transparent.

For more information about [consumer protections in Support at Home](#).

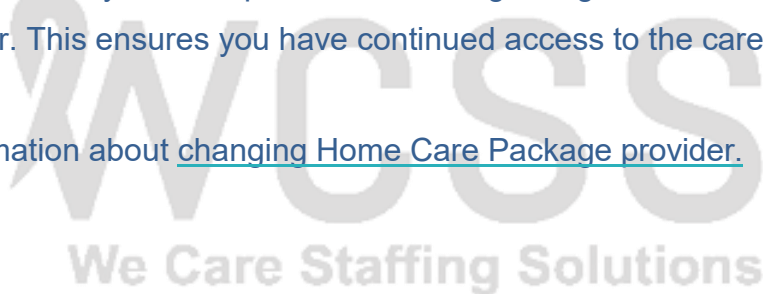
## **Changing providers**

You can change providers if you think your current provider's price changes are unreasonable.

You are able to change providers before or after the commencement of Support at Home. Providers are not permitted to charge entry or exit fees if you change your provider.

If you choose to change providers before 1 November 2025, it is important that you have a start date with your new provider before agreeing a cessation date from your current provider. This ensures you have continued access to the care you need.

For more information about [changing Home Care Package provider](#).



## Summary of Prices

Types of Services	Unit	Monday to Friday	Saturday	Sunday	Public Holiday
Nursing Care					
Registered Nurse	Hour	\$180.00	\$225.00	\$315.00	* 200% of Weekday rate. Negotiable where required.
	30 min	\$100.00			
Enrolled Nurse	Hour	\$140.00	\$175.00	\$245.00	
	30 min	\$90.00			
Nursing Assistant	Hour	\$110.00	\$125.00	\$175.00	
	30 min	\$70.00			
Allied Health and Other Therapeutic Services					
Allied Health Therapy Assistant	Hour	\$130.00	\$165.00	\$230.00	* 200% of Weekday rate. Negotiable where required.
Counsellor or Psychotherapist	Hour	\$220.00	\$275.00	\$385.00	
Dietitian or Nutritionist	Hour	\$200.00	\$250.00	\$350.00	
Exercise Physiologist	Hour	\$190.00	\$240.00	\$340.00	
Occupational Therapist	Hour	\$200.00	\$250.00	\$350.00	
Physiotherapist	Hour	\$190.00	\$240.00	\$340.00	
Podiatrist	Hour	\$180.00	\$225.00	\$315.00	
Psychologist	Hour	\$235.00	\$300.00	\$415.00	
Social worker	Hour	\$200.00	\$250.00	\$350.00	
Speech Pathologist	Hour	\$215.00	\$270.00	\$380.00	
Care Management	Hour	\$120.00	\$150.00	\$210.00	
	30 min	\$80.00			
Restorative Care Management	Hour	\$150.00	\$190.00	\$265.00	
	30 min	\$95.00			
Personal Care	Hour	\$110.00	\$125.00	\$175.00	
	30 min	\$70.00			
Social Support and Community Engagement	Hour	\$110.00	\$125.00	\$175.00	
	30 min	\$70.00			
Therapeutic Services for Independent Living	Hour	\$165.00	\$210.00	\$290.00	
Remedial Masseuse	Hour	\$165.00	\$210.00	\$290.00	
Respite	Hour	\$110.00	\$125.00	\$175.00	
	30 min	\$70.00			
Transport	Trip	\$110.00	\$125.00	\$175.00	
Domestic Assistance	Hour	\$110.00	\$125.00	\$175.00	
	30 min	\$70.00			
Home Maintenance and Repairs	Hour	\$120.00	\$150.00	\$210.00	
Meal Delivery	Meal	\$15.00	\$20.00	\$30.00	
Meal Preparation	Hour	\$110.00	\$125.00	\$175.00	

Summary of indicative Support at Home prices – 1 November 2025 (v25.11)

## Notes on the Price Table

- The Support at Home service list outlines all the service types and services that can be delivered in Support at Home. The table above only includes prices for common services.
- The prices shown in the table are representative of prices for services delivered across metropolitan. Prices may be different in the area you live in.
- The prices in the table are expressed on a per unit basis. The Support at Home service list specifies the unit type for each service. This is called the billable unit. The unit price for the service is the price that is charged for each billable unit of service that is delivered. For example, the unit price for 1 hour of a service would be expressed as 'dollars per hour'.
- For most services, the billable unit is time based. However, for transport, the billable unit is 1 trip. For meal delivery, the billable unit is per meal delivered.
- For time-based services, the table reports indicative prices for a service that is of 1 hour duration.
- Prices listed apply to services delivered within standard business hours. Services provided outside these hours may attract an additional charge of up to 200%, subject to negotiation where appropriate.
- If less than 4 hours' notice is provided, or if cancellation occurs upon staff arrival or at the site, the length of pre-booked service will be charged.
- All services are billed per hour or part thereof.
- Full payment, including any applicable client contributions, is due within **15 days** from the invoice date.
- Remittance should be submitted to: **[accounts@wecarestaffingonline.com.au](mailto:accounts@wecarestaffingonline.com.au)**
- ***We Care Staffing Solutions reserve the right to amend service rates in line with any changes to the fee structure.***