

Provider Information about Service Delivery and Pricing under Support at Home

Independence Service Category	Charge	Standard Hours		Non-Standard Hours	Saturday	Sunday	Public Holiday
		1 hour	30 mins				
Personal care - Assistance with self-care and activities of daily living - Assistance with the self-administration of medication - Continence management (non-clinical)	Per hour	\$120	\$79	\$135	\$180	\$210	\$299
Social support and community engagement - Group social support - Individual social support - Cultural support - Digital education and support - Assistance to maintain personal affairs - Expenses to maintain personal affairs	Per hour	\$120	\$79	\$135	\$180	\$210	\$299
Accompanied activities (includes transport costs)							
up to 15km	Per hour	\$136	-	\$154	\$196	\$225	\$315
up to 25km	Per hour	\$146	-	\$161	\$206	\$236	\$326
up to 35km	Per hour	\$157	-	\$157	\$161	\$246	\$336
up to 45km	Per hour	\$167	-	\$167	\$172	\$257	\$347
up to 55km	Per hour	\$178	-	\$178	\$193	\$267	\$357
Transport Direct transport (driver and car provided)							
0-10km Direct transport	Per trip	\$53	-	\$60	\$79	\$92	\$132
10-20km Direct transport	Per trip	\$69	-	\$77	\$103	\$120	\$171
20-30km Direct transport	Per trip	\$100	-	\$113	\$150	\$175	\$250
30-40km Direct transport	Per trip	\$126	-	\$142	\$189	\$221	\$315
40-50km Direct transport	Per trip	\$147	-	\$166	\$221	\$258	\$368
Indirect transport (taxi or rideshare service vouchers)	Taxi fare at cost						

Everyday Living Service Category	Charge	Standard Hours		Non-Standard Hours	Saturday	Sunday	Public Holiday
		1 hour	30 mins				
Domestic assistance - General house cleaning - Laundry services - Shopping assistance	Per hour	\$115	\$76	\$129	\$172	\$201	\$286
Meals Meal preparation	Per hour	\$115	\$76	\$129	\$172	\$201	\$286
Meal delivery	Per meal	\$21					
Home maintenance and repairs - Gardening - Assistance with home maintenance and repairs	Per hour	\$115	-	\$129	\$172	\$201	\$286
Expenses for home maintenance and repairs	Market price						

Clinical Supports	Charge	Standard Hours		Non-Standard Hours	Saturday	Sunday	Public Holiday
		1 hour	30 mins				
Registered Nurse	Per hour	\$196	-	\$220	\$293	\$342	\$488
Enrolled Nurse	Per hour	\$168	-	\$189	\$252	\$294	\$420
Occupational Therapist	Per hour	\$221	-	\$248	\$331	\$386	\$551
Physiotherapist	Per hour	\$221	-	\$248	\$331	\$386	\$551
Allied Health Assisitant	Per hour	\$174	-	\$195	\$260	\$303	\$433
Restorative care management	Per hour	\$135					
Care Management	Per hour	\$135					
Allied health and other therapeutic services							
•Dietitian or nutritionist	Common price per hour	\$289					
•Exercise physiologist	Common price per hour	\$58					
•Podiatrist	Common price per hour	\$218					
•Social worker	Common price per hour	\$220					
•Speech pathologist	Common price per hour	\$289					
•Remedial Massage	Common price per hour	\$150					

Prices effective from 01/08/2026 and reviewed routinely.

Late Cancellation policy - less than 48hrs notice may incur full applicable charge.

Standard hourly rates are Monday to Friday 6:00am to 12:00pm.

Non-standard hourly rates commence from 12:00pm onwards.

Minimum engagement for Registered Nurse, Enrolled Nurse, Physiotherapist, Occupational Therapist and Allied Health is 60 minutes.

Minimum engagement for care support worker 30 minutes, excluding medication support which is 15 minutes.

Minimum engagement for Garden & Home maintenance is 60 minutes.

Billing increments where applicable are 15 minutes.

Minimum engagement times for clinicians apply to ensure safe and appropriate care delivery. This includes time required for clinical assessment and treatments, care planning, documentation, medication management, and compliance with professional and regulatory requirements.

These minimum timeframes reflect the complexity and governance obligations associated with nursing care and support the delivery of safe, high-quality, and accountable services.

Care Management includes activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination; monitoring, review and evaluation; advocacy; and support and education).

The consumer is responsible for costs incurred during a scheduled visit, including but not limited to parking fees, meals, transport arrangements, entry and entertainment fees.

For services not listed above, St Anna's Home Care will work with you to arrange an approved associated provider to deliver services in line with the intent of the program and at an agreed rate.

Assistive Technology: A provider administration fee may apply for AT-specific administration activities, capped at 10% of the item or item bundle cost, or \$500, whichever is lower.

Home Modifications: A provider coordination fee may apply for HM-specific coordination/project management activities, capped at 15% of the total quoted home modification cost, or \$1,500, whichever is lower.

Where a participant chooses to engage a specific third-party provider, the cost of that service will be the actual third-party provider price, plus a provider administration cost of up to 10%, reflecting the cost of coordinating, verifying, and managing that provider.

This cost will be disclosed, agreed in advance, and included in the final service price, in accordance with Support at Home pricing requirements.

Nursing prices include everyday consumables like bandages and antiseptics. Specialised items (e.g. oxygen supplies or prescribed skin products) will be charged separately.

Consumables, such as dietary supplements, continence aids and meal delivery, will be discussed and agreed with you in advance. Where applicable, these will be charged to your package at the actual cost of supply, including the reasonable cost of purchasing, ordering and delivering the item.

Note: you may be required to make a contribution to the cost of your care – Services Australia will advise you of this.

St. Anna's Residential Care Facility and Home Care Packages

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