

Support at Home Rates Card -Melbourne Metro North
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Effective Date: 1st July 2026

Pricing for common services					Public holidays
Service type	Weekday	Weeknight	Saturday	Sunday	
Independence					
Personal care (>2 hours)	\$ 132.00	\$ 152.00	\$ 185.00	\$ 224.00	\$ 277.00
Personal care (< 2 hours)	\$ 165.00	\$ 190.00	\$ 231.00	\$ 281.00	\$ 347.00
Individual social support (> 2 hours & up to 10km)	\$ 138.00	\$ 159.00	\$ 193.00	\$ 235.00	\$ 290.00
Individual social support (> 2 hours & 11-30 km)	\$ 170.00	\$ 196.00	\$ 238.00	\$ 289.00	\$ 357.00
Individual social support> 2 hours & 31-50km)	\$ 189.00	\$ 218.00	\$ 265.00	\$ 321.00	\$ 397.00
Group social support	\$ 210.00				
Respite care (>2 hours)	\$ 132.00	\$ 152.00	\$ 185.00	\$ 224.00	\$ 277.00
Respite care (< 2 hours)	\$ 165.00	\$ 190.00	\$ 231.00	\$ 281.00	\$ 347.00
Direct transport (up to 10 km/per trip)	\$ 175.00	\$ 202.00	\$ 245.00	\$ 298.00	\$ 368.00
Direct transport (10-30 km/per trip)	\$ 195.00	\$ 225.00	\$ 273.00	\$ 332.00	\$ 410.00
Direct transport (30-50km/per trip)	\$ 215.00	\$ 248.00	\$ 301.00	\$ 366.00	\$ 452.00
Indirect Transport (per trip < \$10)	\$ 13.00	Indirect Transport (per trip \$11- \$20)			\$ 28.00
Indirect Transport (per trip \$21-\$30)	\$ 39.00	Indirect Transport (per trip \$31-\$40)			\$ 49.00
Indirect Transport (per trip \$41-\$50)	\$ 59.00	Indirect Transport (per trip \$51-\$60)			\$ 79.00
Indirect Transport (per trip \$61-\$70)	\$ 85.00	Indirect Transport (per trip \$71-\$80)			\$ 95.00
Indirect Transport (per trip \$81-\$90)	\$ 109.00	Indirect Transport (per trip \$91-\$100)			\$ 119.00
Indirect Transport (per trip \$101-\$110)	\$ 131.00	Indirect Transport (per trip \$111-\$120)			\$ 143.00
Everyday living					
General house cleaning/laundry services (>2 hours)	\$ 119.00	\$ 137.00	\$ 165.00	\$ 202.00	\$ 250.00
General house cleaning/laundry services (<2 hours)	\$ 160.00	\$ 184.00	\$ 221.00	\$ 272.00	\$ 336.00
Shopping assistance (> 2 hours & up tp 10km)	\$ 138.00	\$ 159.00	\$ 191.00	\$ 235.00	\$ 290.00
Shopping assistance (> 2 hours & 11km-30km)	\$ 170.00	\$ 196.00	\$ 235.00	\$ 289.00	\$ 357.00
Shopping assistance (> 2 hours & 31km-50km)	\$ 189.00	\$ 218.00	\$ 262.00	\$ 321.00	\$ 397.00
Meal preparation (>2 hours)	\$ 125.00	\$ 144.00	\$ 173.00	\$ 213.00	\$ 263.00
Meal preparation (< 2hours)	\$ 165.00	\$ 190.00	\$ 231.00	\$ 281.00	\$ 347.00
Clinical					
Registered Nurse	\$180.00	\$224.00	\$292.00	\$340.00	\$389.00
Care management- clinical	\$195.00				
Care management- non-clinical	\$180.00				
Pricing for common services delivered by associated provider					
Everyday living					
Assistance with home maintenance and repairs	\$ 160.00	Meal delivery - small meal (per meal)			\$ 10.00
Gardening	\$ 128.00	Meal delivery - large meal (per meal)			\$ 20.00
Clinical					
Occupational therapist	\$255.00	Physiotherapist			\$245.00
Podiatrist-Standard home visit	\$260.00	Exercise Physiologist			\$260.00
Podiatrist- Standard clinic visit	\$160.00	Psychologist- Standard clinic visit			\$300.00
Dietician or nutritionist	\$280.00	Counsellor or Psychotherapist			\$300.00
Speech pathologist	\$280.00	Social Worker			\$250.00
Independence					
Acupuncturist- Standard home visit	\$260.00	Remedial masseuse			\$215.00
Chiropractor- Standard clinic visit	\$180.00	Osteopath- Standard clinic visit			\$180.00

Notes:

- Prices are per hour unless otherwise specified.
- Weeknight rate applies 8pm–6am on weekdays.
- Sleepover includes 8 hours (10pm–6am). Additional hours charged at the standard hourly rate.
- Inactive sleepover allows up to 2 client assists per night. 3 or more = non-standard hourly rates apply.
- Care Management is capped at 10% of total participant subsidy.
- Cancellation: minimum 48 business hours' notice required. Late cancellations incur the full shift charge.
- Assistive technology admin fee: lower of 10% of item cost or \$500.
- Home modifications coordination fee: lower of 15% of quoted cost or \$1,500.
- Prices are fully inclusive — all travel and delivery costs are bundled into the unit price.
- For services not listed, charges will be confirmed before service commencement.