

Support at Home Pricing Schedule (effective April 2026)

At EC Care, our approach goes beyond treatment. We focus on enhancing quality of life by building on each client’s strengths, promoting independence and providing compassionate, evidence-based care that supports dignity, safety and long-term wellbeing.

Services not delivered directly by EC Care will be arranged through our care partner model. These may include allied health, home maintenance, aids, equipment and home modifications. External provider services are subject to their own pricing. Service requirements will be discussed and quoted at the time of booking, and EC Care may apply an administrative fee of up to 10%.

1. Everyday Living (Client contribution is determined by Services Australia)

Everyday Living services support older people to safely maintain their home and daily routine through assistance with cleaning, laundry, meal preparation, ironing and basic home maintenance.

Service	Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Domestic Assistance	General house cleaning	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Laundry services						
	Shopping assistance						
Home Maintenance	Gardening (basic)	\$110.00	\$121.00	\$123.20	\$154.00	\$198.00	\$244.20
	Assistance with home maintenance and repairs	Prices available on request					
Meals	Meal preparation (per hour)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Meal delivery services	Prices available on request					

2. Independence Supports (Client contribution is determined by Services Australia)

Independence services support functional ability, personal care, ongoing health needs, respite care, community access, helping clients remain safe, connected and independent in their own homes.

	Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Personal Care , Respite Care	Assistance with medication	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Assistance with self-care e.g., showers)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Individual social support (Community access)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Continence management (non-clinical)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
	Respite care- Active (in participant’s home only)	\$95.00	\$104.50	\$106.40	\$133.00	\$171.00	\$210.90
Overnight Care /Respite	Respite care- Inactive overnight (min.8 hours continuous) +1 hour to be charged active)	N/A	N/A	\$300 per shift	\$420 per shift	\$540 per shift	\$666 per shift

3. Clinical Supports (Nil client contribution)

Service Type	Weekday	Weekday Evening	Weekday Night	Saturday	Sunday	Public Holiday
Nursing – Registered Nurse	\$155.00	\$170.50	\$173.60	\$217.00	\$279.00	\$344.10

At EC Care, clinical supports are delivered by skilled Registered Nurses and may include dementia care, diabetic management, wound care, continence and stoma care, medication management, chronic disease support and palliative and end-of-life care.

4. Allied Health

All pricing for Allied health and therapeutic services, including Physiotherapy, Occupational Therapy, Dietetics, Podiatry and Counselling are priced upon request. The prices are determined based on service requirements and care partner provider arrangements. Pricing may vary depending on the provider and individual client needs.

5. Transport Service Fees

Where staff are required to transport clients in their own vehicle, or to undertake tasks without the client present (such as shopping), travel will be charged at a rate of \$1.40 per kilometre for distances up to 100 km. For distances exceeding 100 km, please contact our Manager 1300 756 362 to obtain a quote.

6. Care Management

Under the Support at Home program, the Australian Government allocates separate funding for care management activities (Care Management (Monthly) is calculated as 10% of the quarterly budget divided by 3 months.). This funding supports planning, coordination and monitoring of services and is set by the Government.

7. Notes:

Most aged care services provided under the Support at Home program are GST-free. Where GST applies (for example on certain goods or third-party services), it will be charged at the applicable rate.

- Any changes to pricing or service delivery will only occur after discussion and agreement with you and must be read in conjunction with the Service Agreement.
- Cancellations must be made at least 48 hours (two business days) before the scheduled service to avoid being charged. EC Care Support Services reserves the right to charge all or part of the service fee if less than 48 hours' notice is provided, in line with staff Award conditions.
- A minimum booking of **2 hours** applies for domestic assistance and personal care services.

- Nursing care services require a minimum booking of **1.5** hours per visit.
- Overnight care is provided as an inactive night shift, including up to 1 hour of active support. A separate sleeping area must be provided. Any additional support is charged at the applicable hourly rate.

Government Funding Levels: Support at Home Program

Quarterly budgets and annual amounts are effective from 1 November 2025 and may change each July in line with annual price increases.

Category	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Quarterly Budget	\$2,682.75	\$4,008.61	\$5,491.43	\$7,424.10	\$9,924.35	\$12,028.58	\$14,537.04	\$19,526.59
Annual Budget	\$10,731.00	\$16,034.45	\$21,965.70	\$29,696.40	\$39,697.40	\$48,114.30	\$58,148.15	\$78,106.35
Care Management (Monthly)	\$89.43	\$133.62	\$183.05	\$247.47	\$330.81	\$400.95	\$484.57	\$650.89

NB: Income-tested fees, additional subsidies and supplements are excluded.