ACCS
YOUR NEEDS. OUR SERVICES.

Standard Pricing Schedule

Support at Home Program

Prices are effective from 1 July 2026

CLINICAL SUPPORT

SERVICE TYPE	SERVICES	Standard 6am-8pm	Non-Standard 8pm-12am	Saturday	Sunday	Public Holiday
NURSING CARE					**Hourly rate**	
	Registered nurse	$168.00	$201.60	$218.40	$252.00	$336.00
	Enrolled nurse	$147.00	$176.40	$191.10	$220.50	$294.00
	Nursing assistance	$115.50	$138.60	$150.15	$173.25	$231.00
ALLIED HEALTH AND OTHER THERAPEUTIC SERVICES					**Hourly rate**	
	Allied health therapy assistant	$126.00	n/a	n/a	n/a	n/a
	Counsellor or psychotherapist	$218.40	n/a	n/a	n/a	n/a
	Dietician or nutritionist	$210.00	n/a	n/a	n/a	n/a
	Exercise physiologist	$199.50	n/a	n/a	n/a	n/a
	Occupational therapist	$210.00	n/a	n/a	n/a	n/a
	Physiotherapist	$194.25	n/a	n/a	n/a	n/a
	Podiatrist	$189.00	n/a	n/a	n/a	n/a
	Psychologist	$239.40	n/a	n/a	n/a	n/a
	Social worker	$210.00	n/a	n/a	n/a	n/a
	Speech pathologist	$218.40	n/a	n/a	n/a	n/a
PERSONAL CARE				**Hourly rate**		
	Assistance with self-care and activities of daily living	$110.20	$132.30	$143.30	$165.35	$220.50
	Assistance with the self-administration of medication	$110.20	$132.30	$143.30	$165.35	$220.50

INDEPENDENCE		Continence management (non-clinical)	$110.20	$132.30	$143.30	$165.35	$220.50
	CARE MANAGEMENT						
		Home support care management	$126.00	$126.00	$126.00	$126.00	$126.00
		Home support restorative care management	$157.50	$157.50	$157.50	$157.50	$157.50
	SOCIAL SUPPORT AND COMMUNITY ENGAGEMENT					**Hourly rate**	
		Group social support	$25.20	n/a	n/a	n/a	n/a
		Individual social support	$102.90	$123.45	$133.75	$154.35	$205.80
		Accompanied activities	$102.90	$123.45	$133.75	$154.35	$205.80
		Cultural support	$102.90	$123.45	$133.75	$154.35	$205.80
		Digital education and support	$102.90	$123.45	$133.75	$154.35	$205.80
		Assistance to maintain personal affairs	$102.90	$123.45	$133.75	$154.35	$205.80
	THERAPEUTIC SERVICES FOR INDEPENDENT LIVING					**Hourly rate**	
		Acupuncturist	$173.25	n/a	n/a	n/a	n/a
		Chiropractor	$173.25	n/a	n/a	n/a	n/a
		Remedial masseuse	$189.00	n/a	n/a	n/a	n/a
		Osteopath	$173.25	n/a	n/a	n/a	n/a
	RESPITE					**Hourly rate**	
		Respite care	$103.40	$124.10	$134.45	$155.10	$206.85
	TRANSPORT					**Hourly rate**	
		Direct transport (driver and car provided) **PER TRIP**	$52.50	$68.25	78.75	89.25	105.00
EVERY DAY LIVING	**DOMESTIC ASSISTANCE**					**Hourly rate**	
		General house cleaning	$99.70	$119.70	$129.65	$149.60	$199.50
		Laundry services	$99.70	$119.70	$129.65	$149.60	$199.50
		Shopping assistance	$99.70	$119.70	$129.65	$149.60	$199.50
	HOME MAINTENANCE AND REPAIRS					**Hourly rate**	
		Gardening	$99.75	n/a	n/a	n/a	n/a
		Assistance with home maintenance	$126.00	$151.20	$163.80	$189.00	$252.00

	MEALS				Hourly rate		
		Meal preparation	$103.40	$124.00	$134.45	$155.10	$206.85
		Meal delivery **PER MEAL**	$15.75	n/a	n/a	n/a	n/a

ASSISTIVE TECHNOLOGY AND HOME MODIFICATION (AT-HM)

Funding up to $15,000 per assessed need.

AT-HM is a separate scheme to provide funding for equipment and home modifications, with three funding tiers - low, medium and high.

The cost of AT-HM is progressively determined during the process in consultation with the participant.
The price charged to a participant's fund for assistive technology and home modifications will not be more than the invoiced cost of:

- the item/service
- prescription
- wrap-around services
- administration/coordination services, capped at:
  10% of the cost for assistive technology or $500 (whichever is lower)
  15% of the cost of home modifications or $1,500 (whichever is lower).

TRANSPORT

Group and individual transport assistance to connect an older person with their usual activities.

- **Indirect Transport Services**
  For Indirect transport (taxi or rideshare service vouchers) services 10% administrative fee will be applied to the invoiced cost of the service as agreed with the participant.

TERMS AND CONDITIONS

Notice period to cancel services

You must provide us with at least two business days' notice to cancel or suspend services (except in an emergency).
A business day means a day other than a public holiday or weekend.

Any notice received by us after 4:00 pm on a business day or on a public holiday or weekend is taken to be given and received on the next business day (unless the Aged Care Act sets out when such notice is received).

Care Management Fees

Under the Support at Home program, Care Management Fees are capped at a maximum of 10% of your total quarterly budget.

DESCRIPTION OF SERVICES

Nursing Care

Community based nursing care to meet clinical care needs such as:

- assessing, treating and monitoring clinical conditions
- administration of medications
- wound care, continence management (clinical) and management of skin integrity
- education
- specialist service linkage

Allied health and other therapeutic services

Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home.

Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity.

Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.

A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so.

Personal care

Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene).

Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs).

Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids)

Nutrition

Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment.

Care management

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).
Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity.

Restorative care management

Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway.
Care partners will hold clinical qualifications.

Social support and community engagement

Services that support a person's need for social connection and participation in community life.
Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, transgender and/or intersex people.

Therapeutic services for independent living

Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home.

Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate.

A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so.

Respite

Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community.

Domestic assistance

Essential light cleaning (e.g., mopping, vacuuming, washing dishes).
Launder and iron clothing.
Accompanied or unaccompanied shopping.

Home maintenance and repairs

Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access).
Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety.

PRIVACY

Under the Aged Care Act we must ensure the protection of your personal information only use your personal information for a purpose connected to the delivery of services, for which personal information was given to us or which you consent to (which includes the purposes set out your client agreement or our privacy policy).

COMPLAINTS

You are entitled to make a complaint and provide feedback about any aspect of the Services you receive, without fear of reprisal.

You won't be victimised or discriminated against for providing feedback or making a complaint to us or regulators, including the Complaints Commissioner.

QUALITY MANAGEMENT/SERVICES

ACCS is committed to providing the highest quality of care and services to our consumers to ensure their comfort, safety and wellbeing. We greatly appreciate your feedback to help us to continue to improve our services and care in all areas.

If you have any concerns, complaints or compliments with regard to the quality of care and services you receive or the way your personal or health information has been dealt with, please contact **ACCS Operations Manager** on **1800 953 963** who will investigate and work with you to find the best suitable solution.