



Mercy Health
Care first



Home care services pricing and fees



Transition to the new Support at Home program

The Australian Government introduced the new Support at Home program from 1 November 2025.

This program replaced the current Home Care Package program and introduced changes to how services are delivered and funded.

As part of this transition, we have moved to the new Support at Home pricing, outlined in this guide, to align with the updated government framework and ensure continued quality care for all our clients. Our aim is to make sure you always have access to quality care at a fair and transparent price, delivered by people you can trust.

What has changed under Support at Home?

From 1 November 2025, the Government's new Support at Home program has made some significant changes to how your care is funded and managed.

Here is what you can expect:

- ✓ **No more Package Management fees**
These fees are being removed altogether, which means more of your funding goes directly toward your care and support.
- ✓ **Care Management fees are capped at 10%**
Support at Home clients receiving ongoing services will have 10% of their quarterly budget deducted for care management. This funding will be allocated to providers and pooled with the care management funding from all other participants within a service area.
- ✓ **Hourly service prices will include administration costs**
The hourly rate for your care and support services will now include basic administration costs, making pricing simpler and easier to understand.

What this means for you:

You will have more choice, more clarity, and more control over how your care funding is used, with the peace of mind that your money goes where it matters most: **your care.**

Understanding how your care hours have changed

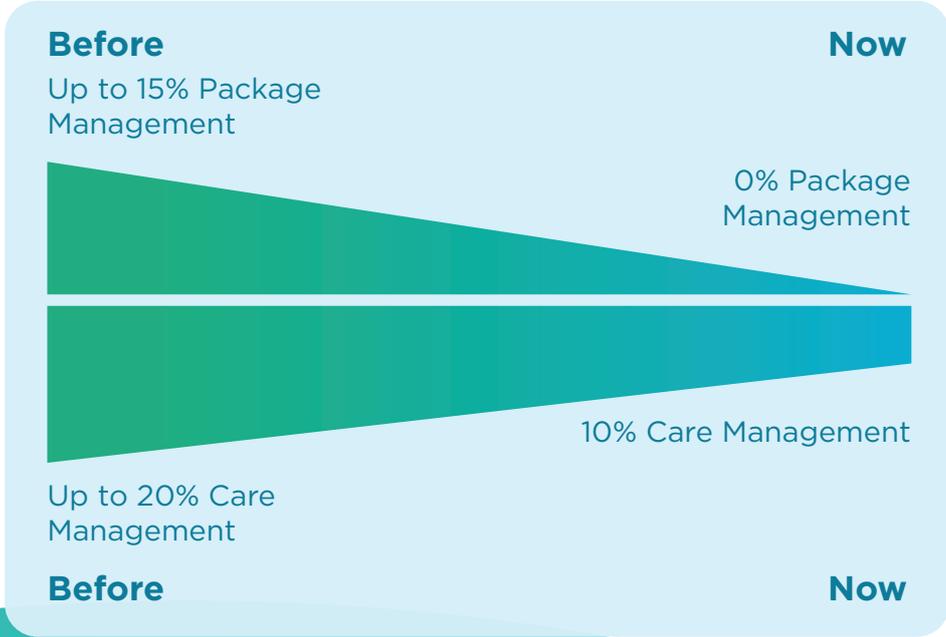
For many people, the Support at Home program will mean more hours of direct care and support, tailored to individual needs.

Under Support at Home, the hourly rate for your care services will now include some of the administrative costs that were previously covered separately under *Package Management* and *Care Management* in the Home Care Package program.

As a result, the hourly rate will increase slightly to reflect these changes.

The important difference is that you will only pay for the care you receive, and you will now have up to 90% of your total budget available to spend directly on your care hours.

This new approach ensures more flexibility, transparency, and value, giving you greater control over how your care is delivered.



Program fees

We want to make sure you clearly understand **how your care is managed and what it costs** – with no hidden fees or confusing terms.

Co-contributions under Support at Home

Client contributions are the portion of the cost of services that you are expected to pay, based on your financial capacity. Contributions are set as a percentage of the unit price for each service type and vary depending on your income and assets.

Clinical care services are fully funded by the government, while independence and everyday living services attract moderate to higher contributions, respectively.

The aim is to ensure a fair and sustainable system, where those who can afford to contribute more do so, while protections such as a lifetime cap and financial hardship provisions are in place to support those in need.

Participant Type	Clinical Care	Independence Services	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner/ CSHC holder	0%	5 – 50%	17.5 – 80%
Self-funded retiree (No CSHC)	0%	50%	80%

Care Management and Clinical Care Management

At Mercy Health, we are here to support you every step of the way.

Each month, your care partner will provide at least one **care management activity**.

Care Management focuses on general planning, service coordination, and regular check-ins to ensure your supports continue to meet your needs.

Clinical Care Management adds professional oversight from qualified health professionals for those with more complex health or clinical requirements, ensuring your care remains responsive and effective over time.

Service Type	Service Availability	Rate (ex GST) per hour
Care Management	Monday – Friday (8:00 AM – 5:00 PM)	\$129.70
Clinical Care Management	Monday – Friday (8:00 AM – 5:00 PM)	\$159.70

Figure 1. Care Management and Clinical Care Management – Service availability and rates

Clinical care

We are here to support your **health, wellbeing, and independence** with a range of services tailored to your individual needs.

Below is an overview of the types of care we offer and what each service includes.

Nursing care

Your care partner will work closely with you to ensure your nursing needs are met by the right professionals and that your care plan is regularly reviewed.

Service Type	Service Availability	Rate (ex GST) per hour
Nursing care – enrolled nurse	Monday – Friday (6:00 AM – 8:00 PM)	\$124.10
	Saturday	\$142.10
	Sunday	\$161.20
	Public Holiday	\$189.20
Nursing care – registered nurse	Monday – Friday (6:00 AM – 8:00 PM)	\$159.70
	Saturday	\$188.60
	Sunday	\$214.30
	Public Holiday	\$249.60
	Telehealth – minimum 30 min	\$79.85
	Telehealth – additional 15 min	\$39.95

Figure 2. Enrolled and registered nurse – Service availability and rates

Allied health and therapeutic services

Our allied health and therapy services are designed to help you **stay active, safe, and independent at home**.

Service Type	Service Availability	Rate (ex GST) per hour
Occupational therapy	Monday – Friday (6:00 AM – 8:00 PM)	\$160.90
	Saturday	\$203.80
	Sunday	\$237.20
	Public Holiday	\$310.00
Dementia Advisory	Monday – Friday (6:00 AM – 8:00 PM)	\$148.60
	Telehealth – minimum one hour	\$123.85

Figure 3. Occupational therapy and Dementia Advisory – Service availability and rates

Independence support

We are here to help you manage everyday activities and maintain the skills you need to live independently.

Whether it is support with daily routines or adapting to changes in your abilities, we will work with you to help you feel confident, capable, and in control of your day-to-day life.

Personal care

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$121.00
Monday – Friday (6.00 AM – 8.00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office) \$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Monday – Friday (8:00 PM – Midnight)	\$138.00
Saturday	\$150.00
Sunday	\$162.00
Public Holiday	\$180.00
Telehealth – 15 min	\$30.00

Figure 4. Personal care – Service availability and rates

Personal care – Overnight and 24-hour support

We understand that care needs do not stop at the end of the day; which is why we offer overnight and 24-hour personal care services, so you can feel safe and supported around the clock.

Service Type	Service Availability	Rate (ex GST) per shift
Overnight care (8 hrs continuous inactive care plus 1 active hour)	Sunday – Thursday nights	\$377.00
	Friday night	\$433.10
	Saturday night	\$456.90
	Public Holiday	\$667.70
24-hour live in care	Monday – Sunday	Price on application

Figure 5. Overnight and live-in care – Services availability and rates

Respite, transport, social support, and community engagement

Staying connected to your **community, family, and friends** is an important part of maintaining your wellbeing.

We also provide **in-home respite care**, giving you and your regular carer time to rest and recharge, knowing you are in capable, caring hands.

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$121.00
Monday – Friday (8:00 PM – Midnight)	\$138.00
Monday – Friday (6:00 AM – 8:00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office) \$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Saturday	\$150.00
Sunday	\$162.00
Public Holiday	\$180.00
Telehealth – 15 min	\$30.00

Figure 6. Respite, transport, social support, and community engagement – Availability and rates



Everyday living

Domestic assistance

Need a hand around the house? Our friendly team can help with everyday household tasks, including:

- general house cleaning
- laundry
- grocery shopping
- preparing meals.

Whether it is a quick visit or a longer session, we will tailor our support to your preferences and daily routine — helping you feel at home, in your own home.

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$116.00
Monday – Friday (6:00 AM – 8:00 PM)	\$221.00 Zone 2 (26 to 50 kms from Mercy Office)
	\$271.00 Zone 3 (51 to 100 kms from Mercy Office)
Saturday	\$143.75
Sunday	\$155.25
Public Holiday	\$172.50

Figure 7. Domestic assistance – Service availability and rates

Additional services – More care when you need it

Sometimes, you may want or need a little extra help beyond what is included in your government funding.

That is why we offer a range of additional services you can **choose to pay for yourself** — no government assessment required.

You decide what services you would like, when you would like them, and for how long.

It is flexible, transparent, and completely **your choice**.

Other services under Support at Home

1. Assistive Technology and Home Modifications

Service	Description
Assistive Technology and Home Modifications	<p>Through the Assistive Technology and Home Modification (AT-HM) Scheme, you can access tailored equipment and home changes that support your wellbeing and daily life.</p> <p>This may include mobility aids, safety modifications, and devices that make living easier.</p> <p>Fees apply to cover setup and safe use: Coordination fee up to 15% (max \$1,500) and administration fee up to 10% (max \$500).</p> <p>Prices vary by need, and we will confirm all details before proceeding, so there are no surprises.</p>

2. Restorative Care Pathway

Service	Description
Restorative Care	<p>The Restorative Care Pathway helps you regain or maintain independence through short-term, goal-focused support. It includes early intervention, allied health, and clinical care tailored to your personal goals.</p> <p>If eligible, you will receive a custom care plan designed to improve your mobility, manage your health, and boost your confidence at home.</p> <p>This program is funded separately from your Support at Home budget, offering extra help when you need it most.</p>

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$165.00

Figure 8. Restorative Care – Service availability and Care Management rate

3. End-of-Life Care Pathway

Service	Description
End-of-Life Care	<p>The End-of-Life Care Pathway provides gentle, respectful care for people with a life expectancy of around three months who wish to remain at home. This pathway focuses on comfort, dignity, and personal choice.</p> <p>Your care partner and clinical care partner will coordinate your care with compassion and professionalism.</p>

Service Availability	Rate (ex GST) per hour
Monday – Friday (6:00 AM – 8:00 PM)	\$159.70

Figure 9. End-of-Life – Service availability and Care Management rate

Accessing trusted partner services (associated providers)

Service	Description
Accessing trusted partner services	<p>We know your needs may extend beyond the services we provide directly, or you may have a preferred provider you already trust. That is why we make it easy to access trusted third-party partners for services like gardening, transport, home maintenance, and meal delivery.</p> <p>You can choose from our approved panel or nominate your own provider. Before services begin, we will confirm the price, contribution, and agreement to ensure quality and safety.</p>

Service Category	Service Type	Rate (ex GST) per hour
Clinical supports	Registered nurse	\$160.00
	Allied health and therapy	\$150.00
Independence	Home or community respite	\$99.00
	Personal care	\$100
Everyday living	Domestic assistance	\$95.00
	Gardening and maintenance	\$95.00
	Home modification	Price on application

Figure 10. Trusted partners – Services and rates (common price)

The rates shown in Figure 10 reflect the Department of Health’s current median prices for Support at Home services and are provided as a guide only. These are standard day rates and may change following review. Mercy Health will ensure all pricing remains transparent, compliant, and aligned with the latest government requirements.



Terms and conditions

1. Service rates are quoted excluding GST. GST is charged at a rate of 10% where applicable.
2. Minimum service periods apply for services delivered by Mercy Health.
 - A minimum of one hour per engagement applies for domestic assistance, personal care, respite care, and dementia advisory services.
 - 30-minute minimum engagement period applies to all nursing services. 30-minute nursing services will be charged at 68% of the hourly rate.
 - 30-minute minimum engagement applies for phone or email care management services. Contact charged in 15-minute blocks after initial 30-minute minimum.
3. If the services are provided by an external provider, the provider's minimum service periods apply.
4. Overnight care is an inactive night duty shift and includes one hour of active care (either at the start or end of the shift). Separate sleeping facilities must be provided for the staff member. If additional active care is required during overnight care, this will be charged at the relevant hourly rate in addition to the overnight care fee.
5. Cancellations: In accordance with Award conditions that apply to our staff, notification of cancelled services must be provided at least 48 hours prior to the planned service. Mercy Health reserves the right to charge all or part of a planned service fee if the service is cancelled less than 48 hours prior to the scheduled time.
6. Mercy Health reserves the right to adjust fees with a minimum 4 weeks' notice provided in writing.
7. Gazetted public holidays may be substituted for another day under state or territory law.
8. If regular services fall on a public holiday, they will go ahead as scheduled and be charged at public holiday rates, unless Mercy Health is notified to cancel or reschedule the service.
9. Our prices (including those in our current price list) will increase up to twice per financial year, provided we give you at least 14 days' notice of any change. When we notify you of a change, our prices will increase by up to the greater of 7.5%, any increase in CPI (All Groups, Melbourne), and any increase in the average wages of personnel involved in the provision of home care (both casual and permanent) under the applicable award or industrial instrument since the last review — or, if there has been no prior review, since the Start Day*.

*Start Day is the date we start providing services to you under the Support at Home Service Agreement.



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Mercy Health acknowledges Aboriginal and Torres Strait Islander Peoples as the first Australians. We acknowledge the diversity of Indigenous Australia. We respectfully recognise Elders past and present. This brochure was produced on Wurundjeri Country.