

GOCSA Community Care Services

Support at Home

Services & Fee Schedule as of 1 November 2025

Please note: All rates exclude GST.



EVERYDAY LIVING Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their home.		Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Domestic Assistance <ul style="list-style-type: none"> General house cleaning Laundry services Shopping assistance 	Hourly rate	\$105	\$120	\$145	\$160	\$210
Meals <ul style="list-style-type: none"> Meal preparation 	Hourly rate	\$105	\$120	\$145	\$160	\$210
<ul style="list-style-type: none"> Meal delivery <small>Meal Delivery service pricing includes a 10% administration fee.</small>	Per meal	\$20				
Home Maintenance and Repairs <ul style="list-style-type: none"> Gardening Assistance with home maintenance and repairs 	Hourly rate	\$120				
<ul style="list-style-type: none"> Expenses for home maintenance and repairs 	As per Quote					
INDEPENDENCE Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.		Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Personal Care <ul style="list-style-type: none"> Assistance with self-care and activities of daily living Assistance with the self-administration of medication Continence management (non-clinical) 	Hourly rate	\$105	\$120	\$145	\$160	\$210
Home or Community General Respite <ul style="list-style-type: none"> Flexible respite 	Hourly rate	\$105	\$120	\$145	\$160	\$210
		Initial		Standard		Extended
Therapeutic Services for Independent Living <ul style="list-style-type: none"> Remedial massage 	Hourly rate	\$150		\$130		\$165

INDEPENDENCE		Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Social Support and Community Engagement <ul style="list-style-type: none">• Individual social support• Accompanied activities• Cultural support• Digital education and support• Assistance to maintain personal affairs	Hourly rate	\$105	\$120	\$145	\$160	\$210
	• Group social support	Per session	\$120			
Transport Group and individual transport assistance. Transport is charged per one-way trip. • Direct transport (driver and car provided) <small>Direct Transport services include our staff and vehicle time. Pricing includes a 10% administration fee.</small>		Standard Hours (Monday to Friday)				
Transport (0-10kms)	Per trip	\$45				
Transport (11-20kms)	Per trip	\$75				
Transport (21-30kms)	Per trip	\$95				
Transport (30-60kms)	Per trip	\$192				
Transport (>60kms)	Per trip	Negotiable				
• Indirect transport (taxi and ride share) <small>Indirect Transport services include taxi and ride share services. Pricing includes actual fare cost.</small>	Per trip	Actual fare cost				
Assistive Technology (Equipment and products) <ul style="list-style-type: none">• Assistive technology prescription and clinical support• Communication and information management products• Domestic life products• Managing body functions• Mobility products• Self-care products		As per Quote Assistive Technology will include a 10% administrative fee (up to a maximum of \$500)				
Home Modifications (Home adjustments) <ul style="list-style-type: none">• Home modifications prescription and clinical support• Home modification products		As per Quote Home Modifications will include a 10% coordination fee (up to a maximum of \$1,500)				

CLINICAL SUPPORTS								
Specialised services to maintain or regain functional and/or cognitive capabilities. Services are delivered directly, or supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.				Weekday (7am-8pm)	Weekday (8pm-12am)	Saturday	Sunday	Public Holiday
Nursing Care Indirect Nursing services will incur an additional charge of \$170/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.	Registered nurse clinical care	Hourly rate		\$170	\$185	\$220	\$275	\$325
	Enrolled nurse clinical care	Hourly rate		\$140	\$170	\$185	\$220	\$275
	Nursing care consumables	As per Quote						
				Standard Hours (Monday to Friday)				
Care Management <ul style="list-style-type: none">Home Support Care Management (Care Partner) Charges are based on actual time spent, with a minimum 15min. This includes both direct contact and indirect activities such as phone calls, coordination, documentation and other related tasks.			Hourly rate	\$120				
Restorative Care Management <ul style="list-style-type: none">Home Support Restorative Care Management (Restorative Care Partner) Charges are based on actual time spent, with a minimum 15min. This includes both direct contact and indirect activities such as phone calls, coordination, documentation and other related tasks.			Hourly rate	\$150				
				Initial	Standard		Extended	
Allied Health and Other Therapeutic Services <ul style="list-style-type: none">PhysiotherapistExercise PhysiologistDietitian or NutritionistSocial WorkerPodiatristOccupational TherapistSpeech PathologistPsychologist In Home and some In Clinic services will incur an additional charge for Indirect services at \$220/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.			Hourly rate	\$300	\$220		\$260	
Nutrition <ul style="list-style-type: none">Nutrition supports			As per Quote					

PLEASE NOTE:		Rates/Fees	
Nursing Care Consumables	<p>The cost of items associated with clinical care such as continence aids, bandages, wound dressings, skin emollients etc will be charged separately.</p> <ul style="list-style-type: none"> Nursing Care Consumables will include a 10% administrative fee (up to a maximum of \$500). 	Per item	<p>Nursing Care Consumables are outsourced to a GOCSA Community Care Approved Supplier.</p> <p>All-inclusive price (includes 10% administration fee) as per quote.</p> <p>Please discuss this service with your Care Partner.</p>
Assistive technology and home modifications	<p>Assistive technology and Home Modifications prescribed by Allied Health Professionals that may be hired/purchased to help make things easier and assist you to live independently in your home.</p> <ul style="list-style-type: none"> Assistive Technology will include a 10% administrative fee (up to a maximum of \$500). Home Modifications will include a 10% coordination fee (up to a maximum of \$1,500). 	Per item	<p>These aids and equipment and home modifications are outsourced to a GOCSA Community Care Approved Supplier.</p> <p>All-inclusive price (includes 10% administration fee) as per quote.</p> <p>Please discuss this service with your Care Partner.</p>
Third Party Providers	<p>Where GOCSA Community Care is unable to provide its own staff for a shift or period of shifts, GOCSA Community Care will engage a third-party provider to fill these shifts. Also, GOCSA Community Care will source contractors at the request of the customer for a specific activity. If a contractor is engaged to provide services, we will ensure that they meet the quality standards and have a relevant police clearance.</p>	Per hour or Per service	<p>These services will be outsourced to a GOCSA Community Care Approved Third Party Provider if a GOCSA Support Worker is not available.</p> <p>If you wish to choose your own Third Party Provider to provide services, a 10% administration fee will apply on top of that Third Party Provider's prices.</p> <p>Other services provided by Associated Providers are available and can be quoted on request following agreement with your Care Partner.</p>
Cancellation Policy	<p>Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, 1:1 Social Support, and Social Support Groups</p> <ul style="list-style-type: none"> The notice period for customer cancellations is 24 hours. A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 24 hours' notice or the customer is not at home at the time scheduled. If a customer rejects the offer of a suitably compatible alternate worker and therefore cancels the service with less than 24 hours' notice, the full cost of the scheduled service will be billed. 		
GST	All prices exclude GST (unless otherwise stated)		

CONTRIBUTIONS

Your Support at Home individual contribution rates will be set and communicated to you by Services Australia based on your individual financial situation. Your contribution will be a percentage of the price of the relevant service. Some care recipients who were already receiving a home care package before 12 September 2024 will not be required to pay any contributions, and others will pay a reduced contribution rate, because they have the benefit of the government's 'no worse off' principle for existing care recipients as at that date. If you are not sure which category you fall into, please ask us when we contact you to discuss the changes.

There are different contribution rates for different types of Support at Home services. The government will:

- Cover the entire cost of Clinical Care services, such as nursing, allied health, and care management. (You do not have to pay any contribution for these services.)
- Cover most of the cost of services for Independence services, such as personal care, social support and community engagement, respite, transport and assistive technology or home modifications. (You must pay a moderate contribution towards these services.)
- Cover less of the cost of services for Everyday Living services, such as domestic assistance, gardening and home maintenance and meals. (You must pay a higher contribution towards these services.)

For care recipients who are covered by the 'no worse off principle', the table below shows the percentage of the service price that you will pay:

	Clinical Care	Independence	Everyday Living
Full pensioner	0%	0%	0%
Part pensioner	0%	Part pensioners and CSHC holders will pay between 0%-25% based on an assessment of their income and assets. This will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.	Part pensioners and CSHC holders will pay between 0%- 25% based on an assessment of their income and assets. This will be based on their Age Pension means assessment. CSHC holders will undergo a separate assessment for Support at Home.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	25%	25%

For care recipients not covered by the 'no worse off principle', the following table shows the percentage of service prices you need to contribute:

	Clinical Care	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner	0%	Part pensioners will pay between 5%-50% based on an assessment of their income and assets. This will be based on their Age Pension means assessment.	Part pensioners will pay between 17.5%- 80% based on an assessment of their income and assets. This will be based on their Age Pension means assessment.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

This information is correct at the time of printing and valid from 1 November 2025. Prices are reviewed regularly and are subject to change.