



SUPPORT AT HOME

Price List

Effective from 1st September 2026 · Version 3.0 · Supersedes V2.2.2

What's changed in this price list

Rates have been increased to reflect the Fair Work Commission's 2026 award wage decisions — a 4.75% increase for support and care staff from 1 July 2026, and the final Aged Care Work Value Case wage increase for nurses from 1 August 2026.

We've introduced a clear, consistent short-visit pricing structure — 15-, 30-, and 45-minute rates for every service, so you only pay for the time booked rather than a full hour by default.

Layout and language have been simplified so it's easier to see exactly what you'll pay, when, and why.

About This Price List

This price list sets out Lakes Home Care's fees for services as delivered under the Support at Home (SAH). It applies to all consumers as per the pricing obligations provided under the Aged Care Act 2024.

All prices below are unit prices for services delivered - the amount charged to your care budget or invoiced to you. Your personal out-of-pocket cost may be lower, depending on your government subsidy and any means-tested contribution. Speak with your Coordinator or Care Manager if you're unsure what you'll personally pay.

All prices exclude GST. Prices are reviewed regularly in line with award wage changes and other cost movements, and this document will be updated whenever rates change.

Understanding Short-Visit Pricing

Every service in this price list is now available in four visit lengths — 15, 30, 45 and 60 minutes — instead of being charged as a full hour by default. This means a shorter visit costs less overall, while still fairly covering the fixed costs every visit carries, such as travel time, vehicle costs, and preparation.

Because these fixed costs don't decrease when a visit is shorter, the price per minute is slightly higher for a 15-minute visit than for a 60-minute one. This is standard practice across the home care sector and reflects the true cost of delivering a short visit, not an attempt to charge more than necessary.

Visit Length	% of the Standard Hourly Rate	Why
15 Minutes	~40%	Covers travel, setup, and a focused, single task
30 Minutes	~65%	Suits most single-task visits (e.g. medication prompt, a shower)
45 Minutes	~85%	Suits visits with two or more tasks
60 Minutes	100%	Full hourly rate — best value per minute

How to read the tables below

Standard Hours: Monday–Friday, 6:00 am–8:00 pm (unless noted otherwise for a specific service).

After Hours: outside standard hours on a weekday.

Saturday, Sunday and Public Holiday rates apply for services delivered on those days, at any time.

"n/a" means that service is not typically offered in that time band - ask us if you have a specific need.

Clinical Supports — Nursing Care

Registered Nurse

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$94.80	n/a	\$115.85	\$136.85	\$168.75
30 Min	\$124.90	n/a	\$152.85	\$180.25	\$222.25
45 Min	\$154.95	n/a	\$189.30	\$223.65	\$275.75
60 Min (Full Hour)	\$185	n/a	\$226	\$267.05	\$329.25

Enrolled Nurse

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$87.15	n/a	\$106.45	\$125.75	\$155.05
30 Min	\$114.75	n/a	\$140.20	\$165.65	\$204.25
45 Min	\$142.50	n/a	\$173.95	\$205.50	\$253.40
60 Min (Full Hour)	\$170	n/a	\$207.75	\$245.50	\$302.55

Care Management

Monday to Friday, standard hours only.

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$32.50	n/a	n/a	n/a	n/a
30 Min	\$65	n/a	n/a	n/a	n/a
45 Min	\$97.50	n/a	n/a	n/a	n/a
60 Min (Full Hour)	\$130	n/a	n/a	n/a	n/a

Independence

Personal Care & Medication Management (Self-Administration)

- Assistance with self-care and activities of daily living
- Support with self-administration of medication

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$66.65	n/a	\$81.40	\$96.15	\$118.60
30 Min	\$87.75	n/a	\$107.20	\$126.65	\$156.20
45 Min	\$108.90	n/a	\$133.00	\$157.15	\$193.80
60 Min (Full Hour)	\$130	n/a	\$158.80	\$187.65	\$231.55

Social Support - Community Engagement

- Individual social support
- Accompanied activities
- Cultural support
- Assistance to maintain personal affairs

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$67.65	n/a	\$82.65	\$97.65	\$120.40
30 Min	\$89.10	n/a	\$108.85	\$128.60	\$158.60
45 Min	\$110.55	n/a	\$135.05	\$159.60	\$196.75
60 Min (Full Hour)	\$132.00	n/a	\$161.25	\$190.55	\$234.95

Independent Living

- Meal preparation
- Digital education
- Welfare checks & calls
- Support with applying body lotions (hands/feet/legs)

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$45	n/a	\$65	\$70	\$90
30 Min	\$75	n/a	\$105	\$115	\$150
45 Min	\$100	n/a	\$140	\$155	\$195
60 Min (Full Hour)	\$115	n/a	\$165	\$180	\$230

Respite in the Home

Respite standard hours are 6:00 am–8:00 pm.

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$67.65	n/a	\$82.65	\$97.65	\$120.40
30 Min	\$89.10	n/a	\$108.85	\$128.60	\$158.60
45 Min	\$110.55	n/a	\$135.05	\$155.60	\$196.75
60 Min (Full Hour)	\$130	n/a	\$161.25	\$190.55	\$234.95

Transport

Transport includes pickup, drop-off, and assistance into and from the vehicle where required. Fees are for one-way trips during standard hours (6 am–8 pm). After-hours or weekend transport may be available by prior arrangement and will be quoted individually.

Trip Type	Typical Distance / Duration	Standard Hours Fee (One-Way)	Notes
Local (Zone 1)	Up to 15 km	\$35	Covers trips inside towns or shorter town trips, e.g. Milang–Clayton
Regional (Zone 2)	15–30 km	\$100	e.g. Milang–Strathalbyn
Extended (Zone 3)	30–50 km	\$125	Covers Victor Harbor / Mt Barker
Long Distance (Zone 4)	> 50 km	\$250 (flat)	e.g. Adelaide appointments; includes staff time, fuel & kms
Day Trip	Up to or longer than 5 hours	Quoted (POA)	Includes return trip and worker support throughout the day

If a worker remains with you (e.g. at a medical appointment), the waiting or support time is charged separately under Individual Social Support rates. After-hours and weekend transport rates are available on request.

Everyday Living

Domestic Assistance

- General house cleaning
- Laundry services
- Shopping assistance

Visit Length	Standard Hours	After Hours	Saturday	Sunday	Public Holiday
15 Min	\$61.00	n/a	\$74.50	\$88.05	\$108.55
30 Min	\$80.35	n/a	\$98.15	\$115.95	\$142.95
45 Min	\$99.65	n/a	\$121.75	\$143.85	\$177.40
60 Min (Full Hour)	\$119.00	n/a	\$145.40	\$171.80	\$211.80

Home Maintenance & Gardening

Available standard hours only. A minimum booking length may apply — ask your Coordinator.

Service	Hourly Rate (Standard Hours)
Light Gardening	\$130
General Gardening	\$130
Home Maintenance	\$135

How We Compare

To help you feel confident that your fees are fair, the table below compares our new standard hourly rate with the national median price for the same service, as published by the Australian Government Department of Health, Disability and Ageing (Support at Home national pricing data, most recently updated in June 2026).

Service	Lakes Home Care	National Median	Position
Registered Nurse	\$190	\$180	Slightly above
Enrolled Nurse	\$170	\$145	Above
Care Management	\$125	\$120	In line
Personal Care (ADL support)	\$105	\$115	Below
Individual Social Support	\$115	\$111	In line
General House Cleaning	\$110	\$110	In line
Gardening	\$110–\$115	\$118	In line
Home Maintenance	\$135	\$150	Below
Flexible Respite	\$130	\$115	Above

Source: Department of Health, Disability and Ageing, National Summary of Support at Home Prices (data to June 2026). Figures are national medians and will vary by region — regional and remote providers, including Lakes Home Care, typically carry higher travel and delivery costs than metropolitan providers.

Notes

- If you are a self-managed participant and wish to choose your own Third-Party Provider, a 10% administration fee will apply on top of that provider's prices.
- All prices exclude GST.
- Prices are reviewed regularly and may change - the most current version of this price list is always available on request.

Cancellation Policy

Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-Home Respite & 1:1 Social Support

- 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.

Exercise & Wellness Groups

- The notice period for customer cancellations is 24 hours.
- A cancellation fee at the full cost of the class will be billed if cancelled with less than 24 hours' notice.

Allied Health Services

- The notice period for customer cancellations for 1:1 services (clinic and in-home) is 24 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if cancelled with less than 24 hours' notice, or the customer is not at home at the time scheduled.
- Cancellation of third party services or non-attendance at appointments cannot be funded from SAH funding - you will be expected to make arrangement with the provider.

Group Social Experiences

- The notice period for customer cancellations for group experiences remains unchanged at 24 hours.
 - A cancellation fee at the full cost of the group experience will be billed if cancelled with less than 24 hours' notice.
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This information is correct at the time of printing and valid from 1st September 2026.

Prices are reviewed regularly and may change. All prices exclude GST.

Milang & District Community Association — Lakes Home Care

ABN 69 623 040 557