

From 1 November 2025, the Australian Government is introducing the **Support at Home Program**, which will replace the existing Home Care Packages and Commonwealth Home Support Programs. This new program aims to make aged care services simpler, fairer, and more consistent for older Australians.

### Quarterly Funding:

As part of the transition to the **Support at Home Program**, there will be some changes to how funding is managed and how care levels are classified.

Under the **Home Care Package (HCP)** system, funding is paid to providers on a **monthly basis**. As of 1 November 2025, funding will be provided on a **quarterly** basis through the Support at Home Program.

There will be a change in package classification. Funding will be allocated through classifications 1 – 8, this is outlined in the below extract from the Support at Home Program Manual.

| Classification                                                                                                                                               | Quarterly Budget* | Annual Amount* |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|
| 1                                                                                                                                                            | \$2,683.01        | \$10,732.04    |
| 2                                                                                                                                                            | \$4,008.91        | \$16,035.64    |
| 3                                                                                                                                                            | \$5,491.67        | \$21,966.70    |
| 4                                                                                                                                                            | \$7,424.07        | \$29,696.28    |
| 5                                                                                                                                                            | \$9,924.40        | \$39,697.61    |
| 6                                                                                                                                                            | \$12,028.44       | \$48,113.74    |
| 7                                                                                                                                                            | \$14,536.88       | \$58,147.50    |
| 8                                                                                                                                                            | \$19,526.51       | \$78,106.04    |
| *Quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in March and September each year in line with indexation. |                   |                |

### Understanding the Participant Contribution:

This contribution is a small amount that clients may be asked to pay towards the cost of their care and services. It helps to make sure that everyone who can afford to contributes a fair share to their support, while still ensuring that care remains affordable and accessible for all older Australians.

The amount you pay will depend on your individual circumstances, such as your income and pension type. The Government will assess how much, if any, you need to contribute.

Your Participation Contribution will go directly toward the cost of your services, helping to cover part of the care or support you receive each week. The remainder will be covered by the Government through your Support at Home funding.

### Grandfather Clients:

Grandfather clients are clients with an active Home Care Package prior to 12 September 2024. Your existing fee arrangements will continue until you transition into the new Support at Home Program. You won't need to take any action right now – we'll contact you if there are any changes to your fees.

### Service Rates and Terms:

Our Pricing Schedule outlines the fees and charges applicable under the Support at Home Program for the services we provide. These rates have been set in line with the Department of Health and Aged Care's Support at Home Pricing Framework and reflect the cost of delivering safe, high-quality, and person-centred care.

We are committed to transparency in our pricing and to ensuring you understand how your funding is used to support your care needs. The schedule includes details of service categories, hourly rates, and any applicable travel or additional charges.

| Service                                        | Unit              | Standard Hours <sup>1</sup> | Non-Standard Hours | Saturday | Sunday   | Public Holiday | Participant Contribution Portion |
|------------------------------------------------|-------------------|-----------------------------|--------------------|----------|----------|----------------|----------------------------------|
| <b>Clinical Services</b>                       |                   |                             |                    |          |          |                |                                  |
| Nursing Care – Registered Nurse (RN)           | Hour              | \$175.00                    | \$230.00           | \$262.00 | \$340.00 | \$340.00       | 0%                               |
| Nursing Care – Enrolled Nurse (EN)             | Hour              | \$155.00                    | \$202.00           | \$232.00 | \$310.00 | \$310.00       | 0%                               |
| Care Management                                | Hour              | \$120.00                    |                    |          |          |                | 0%                               |
| <b>Independence Services</b>                   |                   |                             |                    |          |          |                |                                  |
| Personal Care                                  | Hour              | \$100.00                    | \$130.00           | \$150.00 | \$200.00 | \$250.00       | 5% - 50%                         |
| Respite (In-Home)                              | Hour              | \$100.00                    | \$130.00           | \$150.00 | \$200.00 | \$250.00       | 5% - 50%                         |
| Social Support (Individual)                    | Hour              | \$100.00                    | \$130.00           | \$150.00 | \$200.00 | \$250.00       | 5% - 50%                         |
| Direct Transport                               | Unit <sup>2</sup> | \$70.00                     | \$70.00            | \$70.00  | \$100.00 | \$100.00       | 5% - 50%                         |
| <b>Everyday Living Services</b>                |                   |                             |                    |          |          |                |                                  |
| Domestic Assistance                            | Hour              | \$100.00                    | \$130.00           | \$150.00 | \$200.00 | \$250.00       | 17.5% - 80%                      |
| Meal Preparation                               | Hour              | \$100.00                    | \$130.00           | \$150.00 | \$200.00 | \$250.00       | 17.5% - 80%                      |
| General House Cleaning (By Approved Contactor) | Hour              | By Negotiation              |                    |          |          |                | 17.5% - 80%                      |
| Light Gardening (By Approved Contractor)       | Hour              | By Negotiation              |                    |          |          |                | 17.5% - 80%                      |

All services are GST free

<sup>1</sup> Monday to Friday 7am to 6pm

<sup>2</sup> Unit is defined as per one way trip



## Golden Glow Nursing Support at Home Pricing Schedule

For a more detailed explanation of the services within our scope, please see the **Support at Home service list**.

### After-Hours Services

Our office number is monitored 24 hours a day, 7 days a week, ensuring clients have continuous access to after-hours nursing and care support.

After-Hours Call-Outs are available for urgent nursing or care needs outside of standard business hours. All after-hours call-outs are charged at a 3-hour minimum call-out fee at the applicable non-standard hourly rate.

During after-hours calls, the on-call nurse will assess the situation and may determine that emergency services (e.g. ambulance) are required to ensure the client's safety and wellbeing. This ensures responsive, high-quality care is available at any time of day or night.

### Terms of Service:

Services (excluding after-hours call-outs) will be charged at a minimum of one hour unless agreed upon by provider and client.

Other services listed in the **Support at Home Service List** that are not on our current service list may be available. Please speak to your Care Partner for more information.

All services provided by a third party (approved contractor, allied health, etc) will be quoted to client prior to commencement.

It is the consumer's responsibility to notify Golden Glow Nursing of any cancellations of visits. Notification of cancellation must be received by 11:00 am the day prior to the scheduled visit. Cancellations made after 11:00 am the day prior will be charged the full visit fee.

Golden Glow Nursing understands there may be circumstances where clients cannot cancel within this timeframe (e.g., following hospitalisation). In these cases, the visit will not be charged.

All cancellations must be made directly to the office via phone – 08 8927 2756