

Support at Home

PRICE GUIDE AS FROM 1 NOVEMBER 2025

*Live
your
way*



NovaCare

CLINICAL SUPPORTS

These specialised services are provided to you to maintain or regain functional and/or cognitive capabilities. Services must be delivered by a qualified or accredited health professional trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.

Clinical support services are not subject to any participant contributions. Clinical care is fully funded by the government for all participants, when there is capacity in the budget to fund these supports.

NURSING CARE

Clinical care provided in your home by our team of registered & enrolled nurses together with our nursing assistants. Clinical care includes:-

- Assessing, treating & monitoring clinical conditions
- Administration of medications
- Wound care, clinical continence management & management of skin integrity
- Education
- Specialist service linkage

Time is charged on an hourly or part hourly basis with the minimum service time being 15 minutes.

Time charged will include the costs for completing assessments, report writing, triaging, subsequent consultations & ongoing support.

REGISTERED NURSE					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 56.25	\$ 63.25	\$ 84.50	\$ 98.50	\$ 112.50
30 minutes	\$ 112.50	\$ 126.50	\$ 169.00	\$ 197.00	\$ 225.00
45 minutes	\$ 168.80	\$ 189.80	\$ 253.50	\$ 295.50	\$ 377.50
1 hour	\$ 225.00	\$ 253.00	\$ 338.00	\$ 394.00	\$ 450.00

ENROLLED NURSE					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 52.50	\$ 59.00	\$ 78.75	\$ 92.00	\$ 105.00
30 minutes	\$ 105.00	\$ 118.00	\$ 157.50	\$ 184.00	\$ 210.00
45 minutes	\$ 157.50	\$ 177.00	\$ 236.30	\$ 276.00	\$ 315.00
1 hour	\$ 210.00	\$ 236.00	\$ 315.00	\$ 368.00	\$ 420.00

NURSING CARE CONSUMABLES
All costs for any nursing care consumables, including wound care, clinical continence management, management of skin integrity etc will be charged at the GST exclusive cost of the products purchased by NovaCare.

ALLIED HEALTH & OTHER THERAPEUTIC SERVICES

Allied health services are provided by a range of health professionals to support you in maintaining or regaining your functional and/or cognitive capabilities. Our range of services includes supporting you in the following areas:-

- Assistance for you to regain or maintain physical, functional and cognitive abilities which support you 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 you with the skills and knowledge to manage your own condition and promote independent recovery where appropriate
- Interventions can be provided:-
 - In person or via telehealth
 - Individually or in a group-based format (e.g. clinically supervised group exercise class)
- 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.
- Prescribing and follow-up support for assistive technology and home modifications

Time is charged on an hourly or part hourly basis with the minimum service time being 15 minutes.

Time charged will include the costs for completing assessments, report writing, triaging, subsequent consultations, discussion with other medical professionals, obtaining quotes for assistive technology and home modifications, equipment trials & ongoing support.

PHYSIOTHERAPY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 65.00	\$ 73.25	\$ 97.50	\$ 113.75	\$ 130.00
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

OCCUPATIONAL THERAPY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 65.00	\$ 73.25	\$ 97.50	\$ 113.75	\$ 130.00
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

DIETICIAN / NUTRITIONIST SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 65.00	\$ 73.25	\$ 97.50	\$ 113.75	\$ 130.00
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

PSYCHOLOGY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 65.00	\$ 73.25	\$ 97.50	\$ 113.75	\$ 130.00
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

SPEECH PATHOLOGY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 65.00	\$ 73.25	\$ 97.50	\$ 113.75	\$ 130.00
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

PODIATRY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 55.00	\$ 62.00	\$ 82.50	\$ 96.25	\$ 110.00
30 minutes	\$ 110.00	\$ 124.00	\$ 165.00	\$ 192.50	\$ 220.00
45 minutes	\$ 165.00	\$ 186.00	\$ 247.50	\$ 288.75	\$ 330.00
1 hour	\$ 220.00	\$ 248.00	\$ 330.00	\$ 385.00	\$ 440.00

EXERCISE PHYSIOLOGY SERVICES

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 50.00	\$ 56.25	\$ 75.00	\$ 87.50	\$ 100.00
30 minutes	\$ 100.00	\$ 112.50	\$ 150.00	\$ 175.00	\$ 200.00
45 minutes	\$ 150.00	\$ 168.80	\$ 225.00	\$ 262.50	\$ 300.00
1 hour	\$ 200.00	\$ 225.00	\$ 300.00	\$ 350.00	\$ 400.00

ALLIED HEALTH THERAPY SERVICES *

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
15 minutes	\$ 40.00	\$ 45.00	\$ 60.00	\$ 70.00	\$ 80.00
30 minutes	\$ 80.00	\$ 90.00	\$ 120.00	\$ 140.00	\$ 160.00
45 minutes	\$ 120.00	\$ 135.00	\$ 180.00	\$ 210.00	\$ 240.00
1 hour	\$ 160.00	\$ 180.00	\$ 240.00	\$ 280.00	\$ 320.00

* Minimum service time of 45 minutes when provided by NovaCare

CARE MANAGEMENT

	FOR EACH HOUR OR PARTIAL HOUR
Home Support Care Management (Non-clinical)	\$ 140.00
Home Support Care Management (Clinical)	\$ 225.00
Home Support Restorative Care Management (Clinical)	\$ 170.00

The following services will be charged to your Support at Home budget at the same price that is charged by the associated provider:-

- Nursing assistance
- Nursing care consumables
- Aboriginal & Torres Strait Islander health practitioner
- Aboriginal & Torres Strait Islander health worker
- Counsellor or psychotherapist
- Music therapist
- Social worker
- Prescribed nutrition

INDEPENDENCE SUPPORTS

These supports are delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.

Independence support services are subject to participant contributions depending upon an assessment of their income & assets by Services Australia.

PERSONAL CARE

These services are provided to meet your essential and on-going needs (e.g. mobility, eating, hygiene). It also includes support for self-administration of medications (via webster pack) and services to manage your continence needs. The services included in this service type are:-

- ASSISTANCE WITH SELF-CARE & ACTIVITIES OF DAILY LIVING
- ASSISTANCE WITH SELF-ADMINISTRATION OF MEDICATION
- CONTINENCE MANAGEMENT

PERSONAL CARE SERVICES *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 69.00	\$ 77.60	\$ 103.50	\$ 120.80	\$ 138.00
45 minutes	\$ 103.50	\$ 116.40	\$ 155.30	\$ 181.10	\$ 207.00
1 hour	\$ 120.00	\$ 135.00	\$ 180.00	\$ 210.00	\$ 240.00

* Minimum service time of 30 minutes when provided by NovaCare

SOCIAL SUPPORT & COMMUNITY ENAGAGEMENT

These services support your need for social connection and participation in community life. The services included in this service type are:-

- INDIVIDUAL SOCIAL SUPPORT
- ACCOMPANIED ACTIVITIES (INCLUDING TRAVEL)
- GROUP SOCIAL SUPPORT
- DIGITAL EDUCATION & SUPPORT
- CULTURAL SUPPORT
- ASSISTANCE TO MAINTAIN PERSONAL AFFAIRS
- EXPENSES TO MAINTAIN PERSONAL AFFAIRS

INDIVIDUAL SOCIAL SUPPORT + ASSISTANCE TO MAINTAIN PERSONAL AFFAIRS *

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 69.00	\$ 77.60	\$ 103.50	\$ 120.80	\$ 138.00
45 minutes	\$ 103.50	\$ 116.40	\$ 155.30	\$ 181.10	\$ 207.00
1 hour	\$ 120.00	\$ 135.00	\$ 180.00	\$ 210.00	\$ 240.00

* Minimum service time of 30 minutes when provided by NovaCare

ACCOMPANIED ACTIVITIES * ^{1 2}

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 86.30	\$ 97.20	\$ 129.40	\$ 151.20	\$ 172.50
45 minutes	\$ 129.40	\$ 145.80	\$ 194.10	\$ 226.80	\$ 258.80
1 hour	\$ 150.00	\$ 169.00	\$ 225.00	\$ 263.00	\$ 300.00

* Minimum service time of 30 minutes when provided by NovaCare

¹ The price includes any travel cost – no additional charge for transport costs

² The price applies to services provided by NovaCare only. If provided by an associated provider, the service will be charged to your Support at Home budget at the same price that is charged by the associated provider.

DIGITAL EDUCATION & SUPPORT *

	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 75.00	\$ 84.50	\$ 112.50	\$ 131.50	\$ 150.00
45 minutes	\$ 112.50	\$ 126.80	\$ 168.80	\$ 197.30	\$ 225.00
1 hour	\$ 150.00	\$ 169.00	\$ 225.00	\$ 263.00	\$ 300.00

* Minimum service time of 30 minutes when provided by NovaCare

GROUP SOCIAL SUPPORT ^{3 4}	
	FOR EACH HOUR OR PARTIAL HOUR
Monday – Friday	\$ 25.00

³ Service provided by NovaCare is undertaken at our centres – Merewether, Swansea, Morisset & Taylor’s Beach, or other locations as per calendar of events.

⁴ Price includes transport to/from the centre or other location but excludes any meals or activities undertaken.

SMALL GROUP SOCIAL SUPPORT ^{3 4}	
	FOR EACH HOUR OR PARTIAL HOUR
Monday – Friday	\$ 35.00

³ Service provided by NovaCare is undertaken at our centres – Merewether, Swansea, Morisset & Taylor’s Beach, or other locations as per calendar of events.

⁴ Price includes transport to/from the centre or other location but excludes any meals or activities undertaken.

The following services will be charged to your Support at Home budget at the same price that is charged by the associated provider:-

- Cultural support
- Expenses to maintain personal affairs

THERAPEUTIC SERVICES FOR INDEPENDENT LIVING

These services aim to manage the social, mental & physical wellbeing in support of the older person remaining safe and independent at home:-

- ACUPUNCTURE SERVICES
- CHIROPRACTIC SERVICES
- DIVERSIONAL THERAPY SERVICES
- REMEDIAL MASSAGE SERVICES
- ART THERAPY SERVICES
- OSTEOPATHIC SERVICES

Interventions can be provided:-

- In person or via telehealth
- Individually or in a group-based format

Assistance is usually provided by a university qualified or accredited health professional.

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.

Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline.

Time is charged on an hourly or part hourly basis with the minimum service time being 15 minutes.

Time charged will include the costs for completing assessments, report writing, subsequent consultations, discussion with other medical professionals & ongoing support.

REMEDIAL MASSAGE SERVICES *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 100.00	\$ 112.50	\$ 150.00	\$ 175.00	\$ 200.00
45 minutes	\$ 150.00	\$ 168.80	\$ 225.00	\$ 262.50	\$ 300.00
1 hour	\$ 200.00	\$ 225.00	\$ 300.00	\$ 350.00	\$ 400.00

*** Minimum service time of 60 minutes when provided by NovaCare**

CHIROPRACTIC SERVICES					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 100.00	\$ 112.50	\$ 150.00	\$ 175.00	\$ 200.00
45 minutes	\$ 150.00	\$ 168.80	\$ 225.00	\$ 262.50	\$ 300.00
1 hour	\$ 200.00	\$ 225.00	\$ 300.00	\$ 350.00	\$ 400.00

OSTEOPATHIC SERVICES					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 130.00	\$ 146.50	\$ 195.00	\$ 227.50	\$ 260.00
45 minutes	\$ 195.00	\$ 219.80	\$ 292.50	\$ 341.30	\$ 390.00
1 hour	\$ 260.00	\$ 293.00	\$ 390.00	\$ 455.00	\$ 520.00

The following services will be charged to your Support at Home budget at the same price that is charged by the associated provider:-

- Acupuncture services
- Diversional therapy services
- Art therapy services

RESPITE SERVICES

These services include the supervision & assistance to you by a person other than your usual informal carer. This service can be delivered on a group or individual basis either in your home or another community facility.

RESPITE CARE IN YOUR HOME *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 69.00	\$ 77.60	\$ 103.50	\$ 120.80	\$ 138.00
45 minutes	\$ 103.50	\$ 116.40	\$ 155.30	\$ 181.10	\$ 207.00
1 hour	\$ 120.00	\$ 135.00	\$ 180.00	\$ 210.00	\$ 240.00

* Minimum service time of 30 minutes when provided by NovaCare

CENTRE BASED RESPITE CARE ⁵	
	FOR EACH HOUR OR PARTIAL HOUR
Monday – Friday	\$ 30.00

⁵ Service is provided by NovaCare is undertaken at our respite facility at Ailsa Craig Cottage, Hamilton

EVERYDAY LIVING SUPPORTS

These supports are delivered to older people to keep their home in a liveable state in order to enable them to stay independent in their homes.

Everyday living support services are subject to participant contributions depending upon an assessment of their income & assets by Services Australia.

DOMESTIC ASSISTANCE

The services included in this service type are:-

- GENERAL HOUSE CLEANING
- LAUNDRY SERVICES
- SHOPPING ASSISTANCE

GENERAL HOUSE CLEANING, LAUNDRY & SHOPPING ASSISTANCE *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 63.30	\$ 71.30	\$ 94.90	\$ 111.00	\$ 126.50
45 minutes	\$ 94.90	\$ 107.00	\$ 142.30	\$ 166.50	\$ 189.80
1 hour	\$ 110.00	\$ 124.00	\$ 165.00	\$ 193.00	\$ 220.00

* Minimum service time of 30 minutes when provided by NovaCare

HOME MAINTENANCE & REPAIRS

The services included in this service type are:-

- GARDENING
- ASSISTANCE WITH HOME MAINTENANCE & REPAIRS
- EXPENSES FOR HOME MAINTENANCE & REPAIRS

GARDENING *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 60.00	\$ 67.50	\$ 90.00	\$ 105.00	\$ 120.00
45 minutes	\$ 90.00	\$ 101.30	\$ 135.00	\$ 157.50	\$ 180.00
1 hour	\$ 120.00	\$ 135.00	\$ 180.00	\$ 210.00	\$ 240.00

* Minimum service time of 60 minutes when provided by NovaCare

The following services will be charged to your Support at Home budget at the same price that is charged by the associated provider:-

- Assistance with home maintenance & repairs
- Expenses for home maintenance & repairs

MEALS

The services included in this service type are:-

- MEAL PREPARATION
- MEAL DELIVERY

MEAL PREPARATION *					
	Monday – Friday 6am – 8 pm	Monday – Friday 8pm – 6am	Saturday	Sunday	Public Holiday
30 minutes	\$ 63.30	\$ 71.30	\$ 94.90	\$ 111.00	\$ 126.50
45 minutes	\$ 94.90	\$ 107.00	\$ 142.30	\$ 166.50	\$ 189.80
1 hour	\$ 110.00	\$ 124.00	\$ 165.00	\$ 193.00	\$ 220.00

*** Minimum service time of 30 minutes when provided by NovaCare**

The following services will be charged to your Support at Home budget at the same price that is charged by the associated provider:-

- Meal delivery, including pre-prepared meals

CANCELLATIONS & NO-SHOWS

Services will need to be cancelled more than 48 hours before the scheduled service time. If the service is cancelled within 48 hours of the scheduled service time, then NovaCare will claim for the service at the price detailed in our price guide and you may be required to pay the applicable service contribution.

If you are not at home at the scheduled service time, we may still claim for the service, and you may be required to pay the applicable service contribution.

PRICE INCREASES

Our prices will be subject to regular price increases to account for indexation and the cost of delivering services. Any change to pricing will be provided to you for consultation and agreement prior to being implemented.



Award Winning Home Care Packages

2016 & 2017 Aged & Community Services Aust. - NSW/ACT ORGANISATION OF THE YEAR

2017 Australian Aged Care Quality Agency - BETTER PRACTICE AWARD

ASCA Aged Care Awards 2019 - FINALIST - REGIONAL, RURAL, REMOTE PROVIDER OF THE YEAR



NovaCare

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Administration: 51 Robertson Street Carrington 2294

Social Centres: Merewether - Swansea - Morisset - Taylor's Beach