



Support at Home

Price List

Effective 01.11.2025

Clinical Supports	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
Nursing Care	Per hour	\$130	\$150	\$189	\$208	\$247
*Nursing – Micro Visit (15 mins)	Per hour	\$78	\$90	\$114	\$125	\$149
Nursing - Short Visit (30 mins)	Per hour	\$110	\$127	\$160	\$176	\$209
Medication Prompt	Per hour	\$95	\$110	\$138	\$152	\$181
*Medication Prompt – Micro Visit (15 mins)	Per Visit	\$57	\$66	\$83	\$92	\$109
Medication Prompt – Short Visit (30 mins)	Per visit	\$81	\$94	\$118	\$130	\$154
Allied Health Therapy Assistant	Per hour	\$160				
Dietitian or Nutritionist	Per hour	\$258				
Exercise Physiologist	Per hour	\$258				
Occupational Therapist	Per hour	\$275				
Physiotherapist	Per hour	\$258				
Podiatrist	Per hour	\$258				
Care Management	Per hour	\$110				
Restorative Care Management	Per hour	\$110				



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Independence	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
Personal Care	Per hour	\$95	\$110	\$138	\$152	\$181
*Personal Care – Micro Visit (15 mins)	Per visit	\$57	\$66	\$83	\$92	\$109
Personal Care – Short Visit (30 mins)	Per visit	\$81	\$93	\$118	\$130	\$154
Group Social Support	Per hour	N/A				
Individual Social Support	Per hour	\$95	\$110	\$138	\$152	\$181
Accompanied activities (includes transport cost)	Per hour	\$95	\$110	\$138	\$152	\$181
Respite in home (day and overnight)	Per hour	\$95	\$110	\$138	\$152	\$181

Transport	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
Transport (0-10kms)	Per trip	\$45	\$53	\$66	\$73	\$87
Transport (11-20kms)	Per trip	\$69	\$79	\$100	\$110	\$131
Transport (21-30kms)	Per trip	\$88	\$101	\$128	\$141	\$167
Transport (31-60kms)	Per trip	\$155	\$179	\$225	\$248	\$295
Transport (>60kms)	Per trip	Negotiable				
Transport – Bowen to Mackay Return (max 6 hours duration + \$95/hr for hrs >6)	Per trip	\$960				



Support at Home

Price List

Effective 01.11.2025

Everyday Living	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
House Cleaning and Laundry	Per hour	\$95	\$110	\$138	\$152	\$181
Shopping Assistance (includes transport)	Per hour	\$95	\$110	\$138	\$152	\$181
Gardening and Home Maintenance	Per hour	\$145	\$167	\$211	\$232	\$276
Meal Delivery (including meal)	Per meal	\$19.60				
Equipment	Outsourced – as quoted at cost – plus 10% up to a maximum of \$500.00					
Medical Consumables	Outsourced – as quoted at cost – plus 10% up to a maximum of \$500.00					
Subcontracted Services	Outsourced – as quoted at cost – plus 10% up to a maximum of \$500.00					

Assistive Technology	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
Administrative Costs	(prescriptive and wrap-around costs apply at therapist rates) 10% up to a maximum of \$500					
Home Modifications	Unit of cost	Monday – Friday (7am-5pm)	Monday – Friday (5pm-7am)	Saturdays	Sundays	Public Holidays
Coordination Costs	(prescriptive and wrap-around costs apply at therapist rates) 15% up to a maximum of \$1,500					



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Terms and Conditions:

** Eligibility criteria applies to Micro Visits (15 mins).*

This information is correct at the time of printing and valid from 1 November 2025.

Prices are reviewed regularly and are subject to change. You will receive reasonable notice before any fee adjustments take effect.

All prices exclude GST.

GST will be applied to customer funded services.

Bowen Old People's Home Society Limited ABN 34 672 466 438

Support at Home

Price List

Effective 01.11.2025

At Murroona Gardens, we believe that home is where you feel safe, connected and truly yourself. Our Support at Home services are designed to help you live the life you love, right where you belong.

Funded by the Australian Government, the Support at Home program (commencing 1 July 2025) brings together all in-home aged care supports into one simple, flexible system. Our caring team will work with you to design a plan that reflects your choices, your goals and your independence.

Whether it's a helping hand around the house or more complex clinical care, we're here to make each day a little easier and a lot brighter.

Our services may include:

- Warm, respectful help with daily personal care (showering, dressing, grooming)
- Support with household tasks such as cleaning, laundry or meal preparation
- Transport to appointments, community events or a catch-up with friends
- Social visits and companionship to keep you connected
- Nursing and clinical care when you need a little extra support
- Home maintenance and safety modifications to keep your home comfortable and secure

With personalised and compassionate care, Murroona Gardens empowers you to live confidently at home, surrounded by the people and community you love.

Our MISSION "To make each day the best it can be for everyone in our care community"

Cancellation

Clients will be charged the full fee of scheduled service if visits are not cancelled 24 hours before the scheduled service, unless circumstances are beyond the client's control. If Murroona Gardens is required to cancel a service due to a weather event or staffing, the client will be notified and not charged for this cancellation. All efforts will be made to offer a service on another day in the event of a cancellation from Murroona Gardens.

Please note that fees and charges may be updated periodically to reflect changes in the costs of delivering services. You will be given reasonable notice of any changes to the fee schedule.



Support at Home

Price List

Effective 01.11.2025

Frequently Asked Questions

1. Why have the hourly rates increased?

Under the new *Support at Home* program, providers can no longer charge separate 25% package management fees. These costs have now been included in the hourly rates, so while the rate looks higher, it simply combines everything into one clear, easy-to-understand price.

2. What is the “No Worse Off” principle?

The “No Worse Off” principle ensures that if you were receiving a Home Care Package (HCP) or were approved for one as of 12 September 2024, you won’t pay more under the new Support at Home program.

3. Will I lose any of my current funding or unspent funds?

No. If you had a Home Care Package on 30 June 2025, your current funding level and any unspent funds will carry over to your new Support at Home budget.

4. What happens if I get reassessed and need more support?

If your needs change and you qualify for a higher level of support, you’ll move to a higher classification under Support at Home, but your contribution won’t increase beyond what it would have been under the old system if you’re covered by the No Worse Off principle.

5. I’m a full rate pensioner - will I have to pay towards the cost of my services?

If you were assessed or receiving care prior to the 12 September 2024, then no you won’t. If you were assessed after 12 September 2024, then you will be required to contribute to the cost of your services depending on the category of care. See the categories in the price list.

6. What if I was required to pay an income-tested care fee before?

If you were paying an income-tested care fee under the HCP program, you’ll transition to Support at Home with a discounted contribution. You’ll be notified of the exact amount.

7. Is there a cap on how much I will pay over time?

Yes. The existing lifetime cap on contributions will still apply for participants covered by the grandfathered arrangements.

8. Can I self-manage my package?

Yes. Self-management under the new Support at Home program gives you more control over your care, allowing you to choose the services you need, manage your budget, and even decide who delivers your care.

Support at Home

Price List

Effective 01.11.2025

Support at Home participant contributions

Participant contributions are an essential part of the Support at Home program to ensure a fairer system that can provide access to better and more tailored services in an affordable way.

Participant contributions

From 1 November 2025, participants in the Support at Home program will contribute towards the cost of some services, while other services will be free of charge. You will only pay contributions for services you receive.

Contribution rates

Contribution rates will be based on your income and assets and vary by the amount and type of service you have received. An income and asset assessment similar to the Age Pension means-test will be used to determine your contribution rate.

Those on the Age Pension and Commonwealth Seniors Health Card holders will pay lower contributions than self-funded retirees.

If your income and assets are the same as those of a full pensioner, you may be eligible for the lowest contribution rates.

The amount you will pay will be set as a percentage of the price of each service you have received. This means that when you pay a contribution, the government will pay the remainder to the provider.

The contribution rate will be based on the type of Support at Home service received. The table below shows that:

- You will not have to contribute for clinical care services, such as nursing and physiotherapy. The government will pay for all clinical care costs.
- Contributions for services that support your independence, such as personal care, will be moderate. Many of these services play an important role in keeping people out of hospital and residential aged care.

Everyday living services, such as cleaning and gardening, will attract the highest contribution rates.



Support at Home

Price List

Effective 01.11.2025

Standard participant contribution rates from 1 November 2025

Age Pension status	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	0%	50%	80%

Lifetime cap

There is a lifetime cap on contributions. Once you have paid the lifetime cap amount (\$135,318.69 as at 20 September 2025) towards your services you will not be charged any more for the services you receive. The lifetime cap is indexed on 20 March and 20 September each year.

'No worse off principle'

The 'no worse off principle' applies to anyone who was receiving a Home Care Package or approved for a package on 12 September 2024. These participants will make contributions on Support at Home that are the same, or lower, than they did on Home Care Packages Program. This is even if they are re-assessed into a higher Support at Home classification at a later date.

- If you were assessed as not having to pay fees for your Home Care Package you will never pay fees on Support at Home.
- If you were required to pay fees for your Home Care Package you will pay the same or less under Support at Home.
- The Home Care Package lifetime cap amount of \$84,571.66 (as at 20 September 2025) will also remain. This lifetime cap is indexed on 20 March and 20 September each year.

'No worse off principle' contribution rates

Age Pension status	Clinical support	Independence	Everyday living
Full pensioner	0%	0%	0%
Part pensioner and eligible for a Commonwealth Seniors Health Card	0%	Between 0% and 25% depending on income	Between 0% and 25% depending on income
Self-funded retiree	0%	25%	25%

For more information visit myagedcare.gov.au