



Austa Care Pricing Schedule of Support at Home

Effective from 1 November 2025

Austa Care is a government-approved provider of Support at Home services in Australia, dedicated to deliver safe and high-quality in-home support for people aged 65 and over, maintaining independent living in the comfort of their own homes.

Austa offers clear and transparent pricing information, enabling participants to choose services that best suit their individual needs.

1. Clinical Supports

1.1. Nursing Care (Per Hour)						
Service Type	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday	Overnight Service
Registered Nurse	\$150	\$175	\$200	\$240	\$280	By quotation
1.2. Allied Health and Other Therapeutic Services						
Service Type	Monday to Friday 9am-5pm		Unit Per Standard Service			
Dietitian	\$180		Per Hour			
Exercise Physiologist	\$160		Per Hour			
Occupational Therapist	\$180-230		Per Hour			
Physiotherapist	\$180		Per Hour			
Podiatrist	\$160		Per Hour			
Psychologist	\$210		Per Hour			
Social Worker	\$160		Per Hour			
Speech Pathologist	\$160		Per Hour			
Others	By quotation		Per Hour			
1.3. Care Management Services						
Service Type	Monday to Friday 9am-5pm		Unit Per Standard Service			
Care Management	\$120		Per Hour			

Care Management

Care management encompasses a range of activities designed to support the overall safety, wellbeing, health, and quality of life of older persons. A care management fee of 10% will be deducted quarterly from the budget of each participant receiving ongoing services. Care management fee will be charged in 15 mins increments.

2. Independence

2.1. Normal Services (Per Hour)					
Service Type	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
Personal Care Services	\$92 - \$109	\$101 - \$119	\$138	\$184	\$230
Social Support, Community Engagement, Accompanied Activities	\$89 - \$109	\$98 - \$119	\$133	\$178	\$222
In-Home Respite	\$89	\$102	\$133	\$178	\$222
2.2. Therapeutic Services (Per Hour)					
Service Type	Monday to Friday 9am-5pm		Unit Per Standard Service		
Acupuncture	\$160		Per Hour		
Chiropractor	\$160		Per Hour		
Remedial massage	\$150		Per Hour		
2.3. Assistive Technology and Home Modifications					
Assistive Technology	By quotation. An administration and coordination fee shall be applied, not to exceed 10% of the assistive technology cost or \$500 (whichever is lower).				
Home Modifications	By quotation. An administration and coordination fee shall be applied, not to exceed 15% of the assistive technology cost or \$1,500 (whichever is lower).				
2.4. Transport (Per Trip)					
Distance	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
1-10km	\$59	\$68	\$81	\$99	\$116
11-20km	\$76	\$84	\$100	\$125	\$136
21-30km	\$99	\$113	\$134	\$153	\$182
>30km	By quotation				
A quotation for peak-hour service, which includes additional driving time, will be provided and confirmed in advance. Additionally, waiting time charges will apply after a 5-minute grace period from the scheduled start time.					

3. Everyday Living

3.1. Normal Services (Per Hour)					
Service Type	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
Domestic Cleaning, Laundry Services, Meal Preparation, Shopping Assistance	\$89 - \$109	\$102 - \$122	\$133	\$178	\$222
Meal Delivery	By quotation				
3.2. Other Services (Per Hour)					
Service Type	Monday to Friday 8am-6pm	Monday to Friday 6pm-8am	Saturday	Sunday	Public Holiday
Light Gardening	\$120	\$138	\$180	\$240	\$300
Home maintenance	By quotation				

Note:

- **Other Services**

For any services not listed in this schedule, participants are encouraged to discuss applicable fees and charges with their Care Partner.

- **Cancellations**

Service will be charged in full for late cancellations or no-shows. A late cancellation means cancelling a scheduled service with less than 48 hours' notice. A no-show occurs when a participant is not present at the agreed location and time for a scheduled service.

- **Transport Expenses**

Parking, bridge, tunnel, road tolls, and public transport expenses will be charged at actual cost.

- **Service Duration**

Social /Community /Accompanied service and Domestic service minimum two hours per service. Please refer to the pricing tables above for details regarding the minimum service time applicable to certain services.

- **Self-management Overhead**

If a participant directly sources a third-party worker and self-manages the service, a 10% overhead charge will be applied to the actual service cost.

- **Participant Contributions**

Depending on the participant's financial circumstances and the services selected, participant contributions may be required.

- **Goods and Services Tax (GST)**

In certain cases, GST may apply in accordance with the guidelines issued by the Australian Taxation Office.

- **We are here to Assist**

Austa Care team is ready to help. If you would like to know more about our service or have any questions regarding new pricing or transition, please call our team on 1800 961 882.