

Golden Glow Nursing Support at Home Pricing Schedule

From 1 November 2025, the Australian Government introduced the **Support at Home Program**, which replaced the 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:

Budgets are allocated quarterly. Participants can carry over unspent funds up to \$1,000 or 10% (whichever is greater) to the next quarter.

The table below outlines the funding amounts for each ongoing service classification and include 10% allocated for care management. The quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in July each year in line with indexation.

Classification	Quarterly budget	Annual amount
1	\$2,752.50	\$11,010.01
2	\$4,112.84	\$16,451.35
3	\$5,634.20	\$22,536.81
4	\$7,617.13	\$30,468.51
5	\$10,182.38	\$40,729.53
6	\$12,341.32	\$49,365.27
7	\$14,915.00	\$59,660.00
8	\$20,034.28	\$80,137.12

Current as of 1 July 2026. Funding amounts are indexed on 1 July each year.

Funding for transitioned HCP care recipients:

Participants who transitioned from the Home Care Packages (HCP) Program received a funding level for ongoing services that's equivalent to their previous funding.

HCP classification	Support at Home classification	Support at Home quarterly budget	Support at Home annual amount
HCP Level 1	Transitioned HCP Level 1	\$2,818.04	\$11,272.15
HCP Level 2	Transitioned HCP Level 2	\$4,955.44	\$19,821.76
HCP Level 3	Transitioned HCP Level 3	\$10,787.18	\$43,148.74
HCP Level 4	Transitioned HCP Level 4	\$16,353.98	\$65,415.91

Current as of 1 July 2026. Funding amounts are indexed on 1 July each year.

Care management funding:

For participants receiving ongoing Support at Home services, 10% of the participant's quarterly budget is allocated to care management activities in accordance with the Support at Home Program.

Care Management supports participants to access and understand their care. This can include developing and reviewing care plans, coordinating services, monitoring goals and outcomes, and helping manage the services delivered to them.

Where a participant has complex or changing clinical needs requiring additional oversight by a clinically qualified team member, Clinical Care Management may be utilised. This may include hospital admission and discharge planning, liaison with medical and allied health professionals, clinical risk monitoring, and complex care planning.

Clinical Care Management is only provided where clinically appropriate and agreed with the participant or their representative.

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.

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.

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Pricing Schedule as at 01 AUGUST 2026

Service	Unit	Standard Hours ¹	Non-Standard Hours	Saturday	Sunday	Public Holiday	Participant Contribution Portion
Clinical Services							
Nursing Care – Registered Nurse (RN)	Hour	\$185.00	\$240.50	\$277.50	\$350.00	\$350.00	0%
Nursing Care – Enrolled Nurse (EN)	Hour	\$165.00	\$215.00	\$247.50	\$320.00	\$320.00	0%
Care Management (Standard)	Hour	\$135.00					0%
Clinical Care Management	Hour	\$165.00					0%
Independence Services							
Personal Care	Hour	\$112.50	\$146.25	\$168.75	\$225.00	\$280.50	5% - 50%
Respite (In-Home)	Hour	\$112.50	\$146.25	\$168.75	\$225.00	\$280.50	5% - 50%
Social Support (Individual)	Hour	\$112.50	\$146.25	\$168.75	\$225.00	\$280.50	5% - 50%
Direct Transport	Unit ²	\$75.00	\$75.00	\$75.00	\$105.00	\$105.00	5% - 50%
Everyday Living Services							
Domestic Assistance	Hour	\$112.50	\$146.25	\$168.75	\$225.00	\$280.50	17.5% - 80%
Meal Preparation	Hour	\$112.50	\$146.25	\$168.75	\$225.00	\$280.50	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

¹ Monday to Friday 7am to 6pm

² Unit is defined as per one way trip

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 for a minimum of one hour unless otherwise agreed between Golden Glow Nursing and the client.

Other services included in the Support at Home Service List that do not appear on our current pricing schedule may be available. Please speak with your Care Partner for further information.



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All services delivered by a third-party provider, including approved contractors and allied health professionals, will be quoted to the client for approval prior to the commencement of services.

Service Cancellations

Clients are responsible for notifying Golden Glow Nursing if they wish to cancel a scheduled service.

All cancellations must be made by calling Golden Glow Nursing's head office on **(08) 8927 2756**. Cancellation requests sent by text message, email, voicemail to individual staff members, or communicated through support workers may not be accepted as formal notice.

To avoid a cancellation charge, notice must be received by Golden Glow Nursing no later than 11:00am on the business day immediately prior to the scheduled service.

For the purpose of this policy, business days are Monday to Friday, excluding public holidays, and cancellation notices must be received during Golden Glow Nursing's office hours.

For example:

- A service scheduled for Tuesday must be cancelled by 11:00am Monday.
- A service scheduled for Monday must be cancelled by 11:00am Friday.
- A cancellation made over the weekend for a Monday service will be treated as a late cancellation, as the Golden Glow Nursing office is closed and the allocated staff member may no longer be reassigned to another client.
- Where the required notice is not provided, the full scheduled visit fee may be charged.

Golden Glow Nursing recognises that there may be reasonable circumstances where a client cannot provide the required notice, including unexpected hospital admission, illness, medical emergencies, or unforeseen changes in informal support arrangements. These circumstances will be considered on a case-by-case basis and, where deemed reasonable, the cancelled visit will not be charged.