YOUR PRICING GUIDE

Pricing Made Easy

Support at Home Program · Effective October 2026

Azure Specialists
HOME CARE SERVICES
Your Home. Our Care.

Good care shouldn't come with confusing prices.

Welcome! Everything we charge is right here on these pages — in plain English, with no fine print and no surprises. Your care is guided by specialist geriatrician expertise, and Azure Specialists Home Care Services is committed to transparent pricing so you always understand your funding, contributions and care costs.

Your Home. Our Care.

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1 Three things to know first

No co-contribution for clinical care.
Nursing, allied health and personal care — fully covered by your Support at Home budget.

What you see is what it costs.
No entry fees, no exit fees, no surprises — ever.

Book the time you need.
Shorter 30- and 45-minute visits are available, with transparent pricing — no surprises, no confusion.

2 Clinical care — the health support that keeps you well

- No co-contribution — covered by your budget

The health professionals and care workers who keep you well — the full cost is covered by your budget.

Service	1 hour	45 min	30 min
Registered nurse	**$180**	—	—
Enrolled nurse	**$160**	—	—
Nursing assistant	**$135**	—	—
Physiotherapy (initial assessment 1.5 hrs)	**$220**	**$198**	**$132**
Occupational therapy (initial assessment 3 hrs)	**$220**	—	—
Diet & nutrition	**$220**	**$198**	**$132**
Exercise physiology	**$220**	**$198**	**$132**
Podiatry	**$220**	**$198**	**$132**
Speech pathology	**$220**	**$198**	**$132**
Allied health assistant	**$175**	—	—
Other allied health (counselling, psychology, music therapy, social work, First Nations health practitioners)	**$220**	—	—
Personal care, continence support (from 1 Oct 2026)	**$115**	—	—

All hourly rates are for weekdays, 6:00 AM – 8:00 PM. Where no 30- or 45-minute price is shown, the service is delivered in one-hour visits.

3 Everyday living — a helping hand at home

- Means-tested contribution applies

The everyday jobs that keep your home humming — so your energy goes to the things you enjoy.

Service	Price
Cleaning, laundry, shopping help, meal preparation	**$108 / hour**
Gardening	**$120 / hour**

All hourly rates are for weekdays, 6:00 AM – 8:00 PM. Weekend and public holiday rates may be higher.

4 Independence & wellbeing — keep doing what you love

- Means-tested contribution applies

Support that keeps you active, connected and confident — on your terms.

Service	Price
Social support & outings (individual, group, cultural, digital help)	**$115 / hour**
Flexible respite (home)	**$115 / hour**
Centre-based respite (6-hour day)	**$40 / hour**
Wellbeing therapies (massage, acupuncture, art therapy, chiropractic, osteopathy, diversional therapy)	**$185 / hour**

All hourly rates are for weekdays, 6:00 AM – 8:00 PM. Weekend and public holiday rates may be higher.

5 Overnight care — rest easy, we're there (8 PM to 6 AM, per night)

Sunday – Thursday	Friday & Saturday	Public holidays
$615	**$685**	**$890**

Each night includes 2 hours of active support plus sleepover standby. After the first 2 hours, extra active support is charged at the normal personal care rate ($115 per hour weekdays, $165 Saturdays).

6 Getting out and about — two ways to travel

Appointments, shopping, catching up with friends — choose whichever suits the day.

Direct transport — we drive you

A driver and vehicle from us takes you to and from your usual activities. Charged per trip; the price depends on distance, duration, and any support you need on the way (for example, mobility assistance).

Under 10 km one way (min 2 hrs)	**$125 / trip**
Under 20 km one way (min 2 hrs)	**$135 / trip**
Under 30 km one way (min 2 hrs)	**$145 / trip**
30–50 km one way (pre-approved, min 3 hrs)	**$140 / trip**

Indirect transport — taxi & rideshare vouchers

Vouchers for taxi or rideshare services (including Cabcharge vouchers), purchased using your budget. Handy when you'd rather travel independently or at short notice.

7 Prefer your own provider? You can.

If you'd like us to engage a supplier of your choice instead of one of our associated providers, just ask. Where we agree, the price charged to your budget will be **whichever is greater**:

(a) our own price for that service, or
(b) your supplier's price plus a 15% coordination margin.

This single price is all-inclusive — it covers your supplier's charge plus our work engaging, coordinating, invoicing, and quality-assuring them. Nothing extra is added later.

8 Understanding your budget

Money matters made simple — here's exactly where your budget goes.

How paying for care works

1

You have a budget.
The Government gives you a Support at Home budget based on your assessed needs.

2

Services come out of it.
Your services are paid from your Support at Home budget. Any co-contribution is set by the Government, not by Azure Specialists.

3

You see everything.
You receive a clear monthly statement showing every service and what's left in your budget.

What is my personal contribution?

Sections 3 & 4 only

For everyday living and independence services, you may contribute towards the cost of care depending on your income and pension status, with the Government funding the remainder through your Support at Home budget. Clinical care (Section 2), including personal care, is fully funded by the Government.

Your contribution is determined by Services Australia: full pensioners generally contribute less, while self-funded retirees may contribute more depending on their circumstances. Any applicable contribution will be explained clearly upfront — there are no hidden fees or surprises. Unsure what your contribution may be? Just give us a call.

Care management — your dedicated Care Partner

Up to **10%** of your budget

Every participant has a dedicated Care Partner who looks after the big picture, so you never have to chase anyone. They take care of:

- ✓ Building and updating your care plan
- ✓ Booking and coordinating your services
- ✓ Keeping an eye on your budget
- ✓ Adjusting support as your needs change

How it's charged: Care management is funded from your Support at Home budget. Azure Specialists Home Care Services charges 10% of your available budget to provide this service, in line with Government funding arrangements. This amount is deducted from your budget automatically — there is nothing extra to organise or pay separately.

How Meal Delivery Is Paid For

Under the Support at Home Program (SAHP), meal costs are split into two parts that are treated differently: the raw food, and the meal preparation/delivery service.

1. **Raw food (around 30% of the meal cost).** SAHP treats raw food as a day-to-day living expense. It isn't government-funded and no personal contribution applies — you pay it directly to the meal provider. The 70/30 split is a common industry convention, not set in legislation, so the exact ratio varies by provider and by meal.
2. **Preparation and delivery (around 70%).** This is the funded "Everyday Living" service component under SAHP. When an external meal provider is engaged, SAHP rules allow a third-party service overhead. Azure Specialists Home Care Services applies a **10% third-party service overhead**, only when a third-party meal delivery provider is used.

Your personal contribution rate — assessed by Services Australia from your income and assets, ranging from 17.5% (full pensioners) up to 80% (self-funded retirees, or the default if no assessment has been completed) — is then applied to this loaded service amount. You pay your assessed share; your Support at Home budget covers the remainder.

Worked example — total meal cost of $100 (illustrative only; the actual split varies)**:**

Raw food (around 30%), paid directly to the provider	**$30**
Preparation/delivery service (around 70%)	**$70**
Third-party overhead (up to 10% of $70)	**$7**
Loaded service amount your contribution rate applies to	**$77**

Your share of that $77 depends on your assessed contribution rate:

Full pensioner (17.5%): you pay 17.5% of $77 = $13.48; your budget covers $63.52. Total out of pocket: $30 + $13.48 = **$43.48**.

Self-funded retiree (80%): you pay 80% of $77 = $61.60; your budget covers $15.40. Total out of pocket: $30 + $61.60 = **$91.60**.

Your contribution rate is set by Services Australia, not by Azure Specialists Home Care Services — we'll always explain it clearly and upfront, with no hidden fees or surprises.

What might a typical week look like?

Just an example — your care plan is built around you.

House cleaning — 2 hours (means-tested contribution applies)	$216
Personal care — 2 hours (no co-contribution)	$230
Physiotherapy — 45-minute visit (no co-contribution)	$198
Shopping trip — under 10 km (min 2 hrs)	$250
Charged to your budget that week	**$894**

Words we use, in plain English

Support at Home budget — the yearly amount the Government sets aside for your care, based on your assessed needs.

Associated provider — a trusted supplier we already work with and quality-check, who delivers some services on our behalf.

Personal contribution — the portion of some services you pay yourself, based on your income and pension status.

Respite — care that gives your usual carer (often family) a planned break, at home or in the community.

9 The fine print — without the fine print

- ✓ Services are paid from your Support at Home budget using the prices in this guide.
- ✓ Any personal contribution is determined by the Government, not by Azure Specialists Home Care Services.
- ✓ If prices change, we'll let you know in writing at least 14 days beforehand.
- ✓ You can change providers whenever you choose.
- ✓ Azure Specialists Home Care Services never charges entry or exit fees.
- ✓ Want to compare prices nationally? Visit health.gov.au/our-work/support-at-home .

Still have questions? Pop the kettle on and give us a call.

No obligation, no rush — your care partner will happily talk through your options and budget.

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