



Bene and Support at Home – the care you need at home

Bene Aged Care, with over 50 years of experience delivering culturally sensitive care, understands that staying independent in your own home matters. That's why you are at the centre of everything we do. The Support at Home program is Australia's new in-home care system that replaced the Home Care Package and the Short-Term Restorative Care programs on 1 November 2025.

The Support at Home program follows the recommendations of the Royal Commission into Aged Care Quality and Safety, and the introduction of the new Aged Care Act 2024. The Act makes clear what you should expect from your Support at Home services, and the Statement of Rights prioritises the quality of your care, your independence, dignity, choice and your privacy. It allows you to raise concerns without fear of reprisal.

The Bene difference

We don't just listen to your goals – we work with you to bring them to life. Your Support at Home services are designed to help you live at home safely, comfortably, and to remain independent for as long as possible.

Support at Home offers eight levels of funding across three service categories based on your My Aged Care assessment:

- **clinical care**, such as nursing care, allied health services and dedicated care management to support you and your care needs
- **independence**, such as help with showering, dressing, taking medication, transport, or respite support
- **everyday living**, such as gardening, house cleaning, shopping, and meal preparation.

Each category has its own service types and participant contribution arrangements. The My Aged Care assessment will determine your services which are recorded in your care plan. You will receive a Notice of Decision from My Aged Care with your classification and budget to make planning and budgeting clear.

Your care management

Under the Support at Home program, care management supports you to get the best outcomes from your aged care services. Your care manager will work with you in a responsive way and regularly review your plan. They will also monitor and coordinate your services, guide you with your rights, prepare monthly statements, and work with you to receive the care and support you need.

Support at home short-term care pathways

Support at Home clients also have access to two short-term pathways, if required:

- **restorative care** – short-term care to help you recover or regain function after illness or injury, such as physiotherapy or occupational therapy
- **end-of-life care** – additional support to help you remain at home comfortably if you are nearing the end of life, including personal care, nursing, and support.

Assistive Technology and Home Modifications Scheme (AT-HM)

In addition, Support at Home can help fund products, equipment and home modifications to help you remain at home safely and independently. If needed, the assessor will allocate funds across 3 tiers – low, medium and high for assistive technology and/or home modifications in your support plan.

Support at Home quarterly budget

Your Support at Home classification is determined during your aged care assessment and sets you a quarterly budget based on your needs. If you don't spend your budget each quarter, you can carry over unspent funds up to \$1000 or 10% (whichever is greater) to the next quarter.

Support at Home contributions

The Support at Home program introduces changes to client fees and charges.

You will only pay contributions for services you receive. Contribution rates will vary by the type of service and your income and assets. An income and asset assessment, like the age pension means test, will be used to determine your contribution rate.

The table below outlines the contributions you may be asked to pay based on the services you receive.

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%

How to access Support at Home services?

You may be eligible for Support at Home if you are 65 years or older, aged 50 years or older for Aboriginal or Torres Strait Islander people, homeless or at risk of homelessness and aged 50 or older. Follow these easy steps:

Contact [My Aged Care](#) or call 1800 200 422. You can use their [eligibility checker](#) before applying.

- My Aged Care will guide you through registering and arrange an assessment.
- The assessor will discuss your needs with you and develop a support plan with you.
- Once approved, you can choose Bene Aged Care as your preferred service provider and we will set up your services.

Do you have questions about Support at Home? We're here to help you – just call us on 08 8131 2000.

Support at Home Price list

1 November 2025

Service	Unit	Price				
		Mon to Fri 7am to 8pm	Mon to Fri 8pm to 7am	Sat	Sun	Public holiday
Nursing Care						
Registered Nurse – Direct Care	Hour	\$185	\$222	\$277.50	\$323.75	\$462.50
Registered Nurse Short-Visit – Direct Care	30 min	\$111	\$133.20	\$166.50	\$194.25	\$277.50
Registered Nurse – Indirect	Hour	\$135				
Registered Nurse – Indirect 30m	30 min	\$81				
Enrolled Nurse – Direct Care	Hour	\$150	\$180	\$225	\$262.50	\$375
Enrolled Nurse Short-Visit – Direct Care	30 min	\$90	\$108	\$135	\$157.50	\$225
Allied Health and other Therapeutic Services – Available 9am-5pm Mon-Fri						
Service		Direct (Per Hour)	Direct (30 min)	Indirect (Per Hour)	Indirect (30 min)	
Counsellor Or Psychotherapist		\$222	\$135	\$182	\$110	
Dietitian Or Nutritionist		\$222	\$135	\$182	\$110	
Exercise Physiologist		\$222	\$135	\$182	\$110	
Occupational Therapist		\$222	\$135	\$182	\$110	
Physiotherapist		\$222	\$135	\$182	\$110	
Podiatrist		\$222	\$135	\$182	\$110	
Psychologist		\$240	\$145	\$200	\$120	
Social Worker		\$222	\$135	\$182	\$110	
Speech Pathologist		\$222	\$135	\$182	\$110	
Care Management						
Care Management – Ongoing	Hour	\$140				
Clinical Care Management	Hour	\$185				
Assistive Technology – Administration & Coordination	10% of total invoice (up to max of \$500)					
Home Maintenance – Administration & Coordination	15% of total invoice (up to max of \$1,500)					
Personal Care						
Assistance with self-care and activities of daily living	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Assistance with self-care and activities of daily living short-visit	30 min	\$68	\$82	\$102	\$119	\$170
Assistance with the self-administration of medication	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Assistance with the self-administration of medication short-visit	30 min	\$68	\$82	\$102	\$119	\$170
Continence management (non-clinical)	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50

Service	Unit	Price				
		Mon to Fri 7am to 8pm	Mon to Fri 8pm to 7am	Sat	Sun	Public Holiday
Social Support and Community Engagement						
Group Social Support	Hour	\$40	N/A	\$45	\$45	\$45
Group Social Support (No Transport)	Hour	\$36	N/A	\$41	\$41	\$41
Individual Social Support	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Accompanied Activities	Hour	\$125	\$150	\$187.50	\$218.75	\$312.50
Cultural Support	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Digital Education and Support	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Assistance To Maintain Personal Affairs	Hour	\$125	\$150	\$187.50	\$218.75	\$312.50
Home or Community General Respite						
Flexible Respite	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Community and Centre-Based Respite	Hour	\$40	N/A	\$45		N/A
Community and Centre-Based Respite (No Transport)	Hour	\$36	N/A	\$41		N/A
Domestic Assistance						
General House Cleaning	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
General House Cleaning Short-Visit	30 min	\$68	\$82	\$102	\$119	\$170
Laundry Services	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Laundry Services Short-Visit	30 min	\$68	\$82	\$102	\$119	\$170
Shopping Assistance	Hour	\$125	\$150	\$187.50	\$218.75	\$312.50
Home Maintenance and Repairs						
Gardening	Hour	\$95	N/A			
Assistance with home maintenance and repairs	Hour	\$95	N/A			
Meals						
Meal Preparation	Hour	\$105	\$126	\$157.50	\$183.75	\$262.50
Meal Preparation Short-Visit	30 min	\$68	\$82	\$102	\$119	\$170
Meal Delivery	Per Meal	\$17				
Direct Transport						
Under 10 km	Per trip	\$43	\$51.60	\$64.50	\$75.25	\$107.50
11 - 20 km	Per trip	\$73	\$87.60	\$109.50	\$127.75	\$182.50
21 - 30 km	Per trip	\$95	\$114	\$142.50	\$166.25	\$237.50
31 - 60 km	Per trip	\$185	\$222	\$277.50	\$323.75	\$462.50
Over 60 km	Per trip	On request				

Ongoing Care Budgets

Support at Home Classification	Quarterly Budget	Annual Budget	Care Overview
Level 1	\$2,682.75	\$10,731.00	Entry Level Support
Level 2	\$4,008.61	\$16,034.45	Low-Level Support
Level 3	\$5,491.43	\$21,965.70	Low-Moderate Support
Level 4	\$7,424.10	\$29,696.40	Moderate Support
Level 5	\$9,924.35	\$39,697.40	Moderate-High Support
Level 6	\$12,028.58	\$48,114.30	High Support
Level 7	\$14,537.04	\$58,148.15	Very High Support
Level 8	\$19,526.59	\$78,106.35	Complex Care
Transition HCP Classification	Quarterly Budget	Annual Budget	Care Overview
Transitioned HCP Level 1	\$2,746.63	\$10,986.50	Basic Needs
Transitioned HCP Level 2	\$4,829.86	\$19,319.45	Low-Level Support
Transitioned HCP Level 3	\$10,513.83	\$42,055.30	Intermediate Care
Transitioned HCP Level 4	\$15,939.55	\$63,758.20	High-Level Care

Please note:

Services Australia will advise you if a contribution applies.

Prices are correct as of 1 November 2025 and are reviewed regularly.

The minimum visit time for home support and clinical staff is 30 minutes.

Additional or specialised services can be provided, with rates to be agreed with you.

The notice period for you to cancel a service is 24 hours for all services, except for nursing and allied health services, which require 48 hours' notice.

If you cancel a service with less than the required notice or you are not at home at the scheduled time, the full cost of the service will be charged as a cancellation fee.

If you reject the offer of a suitably compatible alternate worker, this will be considered a cancellation of the service. If the cancellation occurs with less than the required notice period, the full cost of the scheduled service will be charged.

All services are subject to the cancellation policy, unless otherwise specified.

Standard Hours:

7am to 8pm. Services delivered outside of these hours are charged at a higher rate. Please note that Allied Health and other therapeutic services are only available 9am to 5pm, Monday to Friday and not on public holidays.

Nursing and Allied Health, Direct/Indirect

Nursing and Allied Health is billed at Direct and Indirect rates. Direct hours are those where the nurse or allied health practitioner provides services in home or in a face-to-face setting. Indirect hours are those where the nurse or allied health practitioner completes tasks that are not face-to-face.

Public Holidays:

Services delivered on public holidays are charged at a higher rate, and not all services – such as gardening – are available on public holidays.

Translation and language support:

- National Relay Service: 1300 555 727 – if you're d/Deaf or it's hard to hear or speak on the phone
- Translating and Interpreting Service: 131 450 – for people with limited English