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, personal care and dedicated care management to support you and your care needs.
- **Independence,** such as help, transport, respite support and connection to the community.
- **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 2026

BeneCasa Home Care

Service	Unit	Price				
		Mon-Fri 7am-8pm	Mon-Fri 8pm-7am	Sat	Sun	Public Holiday
Nursing Care						
Registered Nurse – Direct Care	Hour	$195	$234	$292.50	$341.25	$487
Registered Nurse Short-Visit – Direct Care	30 min	$117	$140	$175.50	$204.75	$292
Registered Nurse – Indirect	Hour	$142				
Registered Nurse – Indirect 30m	30 min	$85				
Enrolled Nurse – Direct Care	Hour	$158	$190	$237	$276.75	$395
Enrolled Nurse Short-Visit – Direct Care	30 min	$95	$114	$142.25	$166.00	$237
Personal Care						
Assistance with Self-Care and Activities of Daily Living	Hour	$111	$133.25	$166.50	$194.50	$278
Assistance with Self-Care and Activities of Daily Living Short Visit	30 min	$72	$86.75	$108	$126	$180
Assistance with the Self-Administration of Medication	Hour	$111	$133.25	$166.50	$194.50	$278
Assistance with the Self-Administration of Medication Short Visit	30 min	$72	$86.75	$108	$126	$180
Continence Management (Non-Clinical)	Hour	$111	$133.25	$166.50	$194.50	$278

Allied Health and other Therapeutic Services - Available 9am - 5pm Mon - Fri

Service	Direct (Per Hour)	Direct (Per 30min)	Indirect (Per Hour)	Indirect (30 min)
Counsellor or Psychotherapist	$235	$143	$193	$116
Dietitian or Nutritionist	$235	$143	$193	$116
Exercise Physiologist	$235	$143	$193	$116
Occupational Therapist	$235	$143	$193	$116
Physiotherapist	$235	$143	$193	$116
Podiatrist	$235	$143	$193	$116
Psychologist	$254	$153	$212	$127
Social Worker	$235	$143	$193	$116
Speech Pathologist	$235	$143	$193	$116
Allied Health Therapy Assistance	$140	$84.25	$115	$70

Care Management			
Care Management – Ongoing	Hour	$147	
Clinical Care Management	Hour	$195	
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)		

Support at Home Price List

1 November 2026

BeneCasa Home Care

Service	Unit	Price				
		Mon-Fri 7am-8pm	Mon-Fri 8pm-7am	Sat	Sun	Public Holiday
Social Support and Community Engagement						
Group Social Support	Hour	$42	N/A	$47	$47	$47
Group Social Support (No Transport)	Hour	$38	N/A	$43	$43	$43
Individual Social Support	Hour	$111	$133.25	$166.50	$194.50	$278
Accompanied Activities	Hour	$131	$158	$197	$230	$328
Cultural Support	Hour	$111	$133.25	$166.50	$194.50	$278
Digital Education and Support	Hour	$111	$133.25	$166.50	$194.50	$278
Assistance To Maintain Personal Affairs	Hour	$131	$158	$197	$230	$328
Home or Community General Respite						
Flexible Respite	Hour	$111	$133.25	$166.50	$194.50	$278
Community and Centre-Based Respite	Hour	$42	N/A	$47	N/A	N/A
Community and Centre-Based Respite (No Transport)	Hour	$38	N/A	$43	N/A	N/A
Domestic Assistance						
General House Cleaning	Hour	$111	$133.25	$166.50	$194.50	$278
General House Cleaning Short-Visit	30 min	$72	$86.75	$108	$126	$180
Laundry Services	Hour	$111	$133.25	$166.50	$194.50	$278
Laundry Services Short-Visit	30 min	$72	$86.75	$108	$126	$180
Shopping Assistance	Hour	$131	$158	$197	$230	$328
Home Maintenance and Repairs						
Gardening	Hour	$100	N/A			
Assistance with Home Maintenance and Repairs	Hour	$100	N/A			
Meals						
Meal Preparation	Hour	$111	$133.25	$166.50	$194.50	$278
Meal Preparation Short-Visit	30 min	$72	$86.75	$108	$126	$180
Meal Delivery	Per Meal	$18				
Direct Transport						
Under 10 km	Per trip	$49	$59	$74	$87	$124
11 - 20 km	Per trip	$84	$101	$126	$147	$210
21 - 30 km	Per trip	$109	$131	$164	$191	$273
31 - 60 km	Per trip	$213	$255	$319	$372	$532
Over 60 km	Per trip	On request				

Please note:

From 1 October 2026, Personal Care will transition from the Independence category to the Clinical category. Services Australia will advise if a contribution applies.

Cancellation policy

At least 24 hours' notice is required to cancel most services, and 48 hours' notice is required for nursing and allied health services. If you cancel with less than the required notice, or are not at home at the scheduled time, the full cost of the service will be charged. Rejecting a suitably compatible alternate worker will also be treated as a cancellation and may incur the full cost where notice requirements are not met.

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

Service hours and billing

Standard service hours are 7am to 8pm. Services delivered outside of these hours are charged at a higher rate.

Allied Health and other therapeutic services are available 9am to 5pm, Monday to Friday, and are not provided on public holidays.

Nursing and Allied Health services are billed at Direct and Indirect rates. Direct hours are when care is provided in the home or in a face-to-face setting. Indirect hours are when tasks are completed that do not involve face-to-face care.

Prices are correct as of 1 November 2026 and are reviewed regularly. The minimum visit time for home support and clinical staff is 30 minutes. Additional or specialised services may be arranged, with rates agreed with you.

Public holidays

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

Translation and language support

National Relay Service: 1300 555 727 – for people who are d/Deaf or have difficulty hearing or speaking on the phone.

Translating and Interpreting Service: 131 450 – for people who require language assistance.

For more information about our Support at Home services and pricing, please contact our Bene team on **08 8131 2000** or enquire online *bene.org.au/get-in-touch/*

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