

## Support at Home Price Schedule

This Schedule provides information on the price for common services a client can access through the Support at Home Program and is effective from **1 November 2025**.

SWAMS offers high-quality and culturally appropriate and responsive programs tailor-made for you including social support, cleaning, home maintenance, shopping assistance, personal care, medication management, dementia support, transport, meal preparation, clinical care, allied health and aids. Our charges include travel time to and from your home to provide these services.

The Australian Government may expect you to contribute to the cost of your care.

## Funding

Based on the Australian Government's assessment, your approved funding will fall into one of the following classifications, determined by your current needs.

### For transitioned Home Care Package (HCP) clients:

If you were approved for a Home Care Package on or before 31 October 2025, your Support at Home classification falls into one of the following categories:

Classification	Annual Amount	Quarterly Budget
Transitioned HCP Level 1	\$10,986.50	\$2,746.63
Transitioned HCP Level 2	\$19,319.45	\$4,829.86
Transitioned HCP Level 3	\$42,055.30	\$10,513.83
Transitioned HCP Level 4	\$63,758.20	\$15,939.55

\*Current as of 1 November 2025

### For new Support at Home clients:

If you were approved for Support at Home services on or after 1 November 2025, your classification falls into one of the following categories:

Classification	Annual Amount	Quarterly Budget
Level 1	\$10,731.00	\$2,682.75
Level 2	\$16,034.45	\$4,008.61
Level 3	\$21,965.70	\$5,491.45
Level 4	\$29,696.40	\$7,424.10
Level 5	\$39,697.40	\$9,924.35
Level 6	\$48,114.30	\$12,028.58
Level 7	\$58,148.15	\$14,537.04
Level 8	\$78,106.35	\$19,526.59

\*Current as of 1 November 2025

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#### Administration

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## Care Management

Care Management is a mandatory service that includes ongoing care assessment, planning and coordination. Care management applies to all clients in the Support at Home program, including those being self-managed. To pay for this service, 10% of your quarterly budget is deducted automatically by Services Australia.

When you commence Support at Home services with SWAMS, you will be linked to a SWAMS Care Partner, who will work with you to tailor your service package to meet your goals and assessed care needs. They will become your main point of contact for SWAMS Support at Home services and will liaise with the rest of the SWAMS care team and any external providers as necessary on your behalf to ensure you receive the highest quality care.

## Ongoing Services

Our minimum service duration for scheduled services is 30 minutes and will be billed in 15-minute increments thereafter.

Clinical services, including Allied Health, Nursing and Care Management, may support clients indirectly in the form of report writing, liaising with other services such as doctors or pharmacies, or researching and sourcing appropriate equipment on your behalf. Non-client-facing services are billed at the same hourly rate as face-to-face visits.

Please note that transport services are charged per trip rather than at an hourly rate.

The tables below show the standard costs for services delivered by SWAMS.

Clinical Supports				
Service Type	Service	Unit	Time	Price
Nursing Care	Registered Nurse	Hourly	Standard Hours	\$150
			Weeknight/Saturday	\$225
			Sunday/Public Holiday	\$300
	Nursing Care Consumables <sup>1</sup>	<i>As per supplier quote/invoice</i>		
Allied Health and other Therapeutic Services	Allied Health Therapy Assistant	Hourly	Standard Hours	\$150
	Occupational Therapist	Hourly	Standard Hours	\$175
	Physiotherapist	Hourly	Standard Hours	\$175
	Social Worker	Hourly	Standard Hours	\$175
	Other Allied Health <sup>1,2</sup>	<i>As per contracted provider quote/invoice</i>		

Clinical Supports				
Service Type	Service	Unit	Time	Price
Care Management	Care Management	Hourly	Standard Hours	\$150
	- Home Support		Weeknight/Saturday	\$225
	- Clinical/AT-HM		Sunday/Public Holiday	\$300
	- Restorative			

Independence Supports				
Service Type	Service	Unit	Time	Price
Personal Care	Assistance with self-care	Hourly	Standard Hours	\$100
	Assistance with activities of daily living		Weeknight/Saturday	\$150
	Assistance with self-administration of medication		Sunday/Public Holiday	\$200
	Continence management (non-clinical)	Hourly	Standard Hours	\$100
Social Support and Community Engagement	Group Social Support	Hourly	Standard Hours	\$45
	Individual Social Support	Hourly	Standard Hours	\$100
	Accompanied Activities		Weeknight/Saturday	\$150
	Cultural Support		Sunday/Public Holiday	\$200
	Digital Education and Support	Hourly	Standard Hours	\$100
Respite	Flexible Respite	Hourly	Standard Hours	\$100
	Community or Centre-Based Respite	Hourly	Standard Hours	\$50
Transport	Direct transport 0-10kms	Trip	Standard Hours	\$40
	Direct Transport 10-50kms	Trip	Standard Hours	\$60
	Direct Transport 50-100kms	Trip	Standard Hours	\$80
	Indirect Transport <sup>1</sup>	<i>As per taxi quote/invoice</i>		

Everyday Living Supports				
Service Type	Service	Unit	Time	Price
Domestic Assistance	General House Cleaning	Hourly	Standard Hours	\$100
	Laundry Services			
	Shopping Assistance <sup>3</sup>			
Home Maintenance and Repairs	Gardening <sup>4</sup>	Hourly	Standard Hours	\$120
	Assistance with Home Maintenance and Repairs <sup>1,4</sup>	<i>As per contracted provider quote/invoice</i>		
	Expenses for Home Maintenance and Repairs <sup>1</sup>	<i>As per supplier quote/invoice</i>		
Meals	Meal Preparation	Hourly	Standard Hours	\$100

#### Notes:

1. Any contracted services or consumables purchased through your Support at Home funding will incur a 10% administrative fee. This includes specialised nursing products such as continence aids, meal delivery services such as Lite n Easy, indirect transport services such as taxis, and any other contracted services.
2. Other Allied Health services can be provided by associated providers outside of SWAMS, including services such as podiatry, dieticians, speech pathology, and more. If you believe you would benefit from other Allied Health services, please speak to your Care Partner in the first instance. SWAMS can then seek out an appropriate provider and source quotes for your approval and inclusion in your budget.
3. Shopping Assistance in this context is “unaccompanied,” in which you provide us with a list and the funds, and we send a support worker to complete the shopping on your behalf. If you would prefer to complete your own shopping while accompanied by a support worker for social connection and manual support, that will be considered “Assistance with activities of daily living.”
4. SWAMS has preferred provider/s for Gardening and certain tasks involved in Assistance with Home Maintenance and Repairs. For any home maintenance and repair tasks that cannot be completed by our usual contractor/s, we will source a quote for the work that needs to be done, and it will be discussed with you prior to inclusion in your budget. Any items that need to be purchased for your home maintenance and repairs will also be expensed to your budget as per the invoice from the supplier or contractor.

## Cancellation Policy

SWAMS requires at least 24 hours’ notice if you wish to cancel your scheduled services. You will not be charged if you cancel at least 24 hours in advance, but any cancellation with less notice may still be charged in full.