

SUPPORT AT HOME SERVICE PRICE GUIDE



1 JULY 2026

A Message to Our Clients and Carers

To ensure fairness and transparency, 4Cs offers an inclusive price for our services, meaning there are no unexpected charges that impact your Care Plan. By applying a simple flat 10% care management fee, your funding goes directly toward the services you choose. This approach makes it easier to plan your care and get the most value from your Support at Home package.

Our Support at Home Pricing Principles:

- Pricing is clear, transparent and in line with industry expectations
- All service costs are included into a single, easy-to-understand inclusive price for each service
- No unexpected charges that affect your Care Plans and Budgets
- A simple flat 10% care management fee is applied by 4Cs
- Support at Home funding goes directly toward the services clients choose to best meet their individual needs

Our Support at Home services include:

- **Clinical supports** – such as nursing care, allied health services, and care management.
- **Everyday living** – such as cleaning, shopping, gardening, home maintenance or repairs, and meal preparation.
- **Independence** – such as help with showering, dressing, taking medications, continence care, social support, transport, and respite care.

Please note: From 1 October 2026, Personal Care (help with showering, dressing, taking medications and continence care) will move to Clinical Supports.

Clinical Supports

Type of Service	Services Provided	4Cs Price for Service	Details
Nursing Care	4Cs Registered Nurse	\$ 139	Per visit
	Registered Nurse of Associate Provider	Nursing Contractor rates will depend on their published fees and charges	Nursing Contractor rates will depend on their published fees and charges
	4Cs Clinical Assessment	\$ 171	Home visit, assessment carried out & report provided

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Clinical Supports

Type of Service	Services Provided	4Cs Price for Service	Details
Allied Health and other therapeutic services	Allied Health Therapy Assistant Counsellor & Psychotherapist Dietician & Nutritionist Exercise Physiologist Music Therapist Occupational Therapist Physiotherapist Podiatrist Psychologist Social Worker Speech Pathologist	As per quote by Associate Provider	As per quote by Associate Provider
Care Management	Home support care management	\$128	Per hour

Everyday Living

Type of Service	Services Provided	4Cs Price for Service	Details
Domestic Assistance	General House Cleaning	\$ 107	Per hour
	Laundry/Clothes Service	\$ 107	Per hour
	Shopping	\$ 107	Per hour
Home Maintenance & Repairs	Gardening	\$ 107	Per hour
	Home maintenance & repairs	As per quote by Contractor based on scope of work	Per job costs
	Expenses for home maintenance & repairs	As per quote by Contractor based on scope of work	Per job costs
	Lawn Mowing	As per quote by Contractor based on scope of work	Per job costs
Meals	Meal Preparation	\$ 107	Per hour
	Meal Delivery	As per client choice and meal company	Per meal

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Independence

Type of Service	Services Provided	4Cs Price for Service	Details
Personal Care (from 1 Oct 2026, Personal Care will be included within Clinical Supports)	Assistance with self care and activities and daily living	\$ 107	Per hour
	Assistance with self administration of medication	\$ 107	Per hour
	Continence management (non-Clinical)	\$ 107	Per hour
Social Support & Community Engagement	Group Social Support (centre based)	\$ 85	Per group session Transport included
	Group Social Support (outing)	\$ 85	Per Group Outing Lunch is an extra cost Transport included
	Individual Social Support	\$ 107	Per hour
	Accompanied activities	\$ 107	Per hour
	Cultural Support	\$ 107	Per hour
	Assistance to maintain personal affairs	\$ 107	Per hour
	Digital Support	\$ 107	Per hour
Therapeutic Services for independent living (non-clinical)	Acupuncturist Chiropractor Diversional Therapist Remedial Masseuse Art Therapist Osteopath	As per quote by Associate Provider	As per Associate Provider fees and charges
Respite	Respite Care	\$ 107	Per hour
Transport	Direct Transport (car & driver provided)	\$ 34	15 minute trip
		\$ 75	30 minute trip
		\$ 116	45 minute trip
		\$ 126	1 hour trip
	Indirect Transport (taxi and ride share)	As per trip	As per trip

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Independence

Type of Service	Services Provided	4Cs Price for Service	Details
Assistive technology & home modifications	Home Modifications	As per scope of work evidenced by Occupational Therapist Report	By approved Quote

Inclusive Pricing

The price listed for each service includes all associated costs and reflects the total amount you will pay. All prices quoted are standard weekday (6:00 am - 8:00 pm).

If you would like more information on After Hours, Weekends or Public Holidays please contact our Support at Home Team on 9750 9344.

Cancellations

If a client needs to cancel a scheduled service, they should provide written notice at least two (2) business days in advance, unless there are reasonable grounds for the cancellation, such as an emergency.

Where a service is cancelled after 3:00 pm on the business day preceding the scheduled service, and there are no reasonable grounds for the cancellation, the full scheduled service fee will be charged.

Hourly Rates

Our rates are inclusive of, without limitation, administrative costs, coordination costs, employee wages, PAYG tax, superannuation, workers compensation insurance, professional indemnity insurance, public liability insurance, payroll tax and service charges.

Standard hours 6 am to 8 pm	Non Standard hours 8 pm to 6 am	Saturdays	Sundays	Public Holidays
\$ 107.00	\$ 132.00	\$ 152.00	\$ 190.00	\$ 232.00

Review of Fees

The pricing policy of the organisation is to review and adjust pricing annually according to the following formula: CPI + 2.5% at the time of the review. These adjustments will reflect changes in labour costs, insurance premiums or other expenses related to regulatory changes.

Goods and Services Tax (GST)

All the amounts stated above are subject to an additional 10% GST where applicable.

For more information call **9750 9344** or visit www.4cs.com.au

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to My Aged Care or with us about your services. TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week.