

# Support at Home Program Pricing Schedule

## About TeamHEALTH

TeamHEALTH is a local not for profit organisation that has been supporting people across the Northern Territory for over 39 years. We are committed to helping people live well in their own homes and communities, with services that are respectful, culturally safe, and tailored to people's individual needs.

## Our Approach

We take the time to listen and understand what matters most to you. Our services are flexible, transparent, and designed to support your independence. With clear pricing and no hidden fees, you can plan your care with confidence and make the most of your Support at Home package.

## What We Offer

We provide a wide range of services under the Support at Home program, including:

- **Help around the home** – cleaning, laundry, meal preparation, and home maintenance
- **Personal care** – assistance with showering, grooming, and daily routines
- **Social and community support** – companionship and support to stay connected
- **Transport** – to appointments, shopping, and social outings
- **Tailored care planning and coordination** – working with you to get the most from your funding

## What Makes Us Different

- **Northern Territory organisation** – We understand the Territory because we live here too
- **Culturally safe and inclusive** – Services that respect your values, culture, and background
- **Flexible and responsive** – We adapt as your needs change, with no one-size-fits-all approach
- **Transparent pricing** – No hidden fees, so you know exactly what you're paying for
- **People-first focus** – We take the time to listen and build genuine relationships based on trust

## Clear And Simple Pricing

- Our prices are all inclusive, which means there are no hidden costs just one clear rate for the service you receive.
- If choosing a contractor to deliver a service, an administration charge of 10% applies.
- We review our fees regularly to keep them fair and up to date. If there are any changes, we'll give you at least four weeks' notice.
- Some services have a minimum booking time (for example, 1–2 hours). We'll let you know when this applies.
- **Services Australia will advise you directly if a contribution fee applies.**
- Cancelled visits with less than 24 hours' notice will be charged at full cost of the service.

## Pricing Schedule Effective 1 September 2026

| Support at Home - Classification for ongoing services |                  |               |
|-------------------------------------------------------|------------------|---------------|
| Classifications                                       | Quarterly Budget | Annual Amount |
| 1                                                     | \$2,752.50       | \$11,010.01   |
| 2                                                     | \$4,112.84       | \$16,451.35   |
| 3                                                     | \$5,634.20       | \$22,536.81   |
| 4                                                     | \$7,617.13       | \$30,468.51   |
| 5                                                     | \$10,182.38      | \$40,729.53   |
| 6                                                     | \$12,341.32      | \$49,365.27   |
| 7                                                     | \$14,915.00      | \$59,660.00   |
| 8                                                     | \$20,034.28      | \$80,137.12   |

Current as of 1 July 2026. Funding amounts are indexed on 1 July each year.

| Service type                                 | Unit                                                                                           | Weekdays              | Saturday | Sunday   | Public Holiday |
|----------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------|----------|----------|----------------|
| <b>INDEPENDENCE SERVICES</b>                 |                                                                                                |                       |          |          |                |
| Personal Care                                | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Social Support and community engagement      | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Respite (In-Home)                            | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Direct Transport                             | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Group Social Support                         | Session                                                                                        | \$80.00               |          |          |                |
| <b>EVERYDAY LIVING SERVICES</b>              |                                                                                                |                       |          |          |                |
| Domestic Assistance                          | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Meal Preparation                             | Hour                                                                                           | \$125.00              | \$140.00 | \$185.00 | \$185.00       |
| Home maintenance and repairs                 | Hour                                                                                           | Contractor price rate |          |          |                |
| <b>CLINICAL CARE</b>                         |                                                                                                |                       |          |          |                |
| Nursing Care - Registered Nurse (RN)         | Clinical support will be outsourced through Associated Providers. Prices apply at their rates. |                       |          |          |                |
| Allied Health and other therapeutic services |                                                                                                |                       |          |          |                |
| Care Management                              | Hour                                                                                           | \$125.00              |          |          |                |