

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 38 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
- **Respite care** – giving carers a break while ensuring your loved one is well supported
- **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 November 2025

Support at Home and Transitional Home Care Package Budget		
Transitioned HCP Levels	Quarterly Budget	Available funds from quarterly budget
1	\$2,746.63	\$10,986
2	\$4,829.86	\$19,319.45
3	\$10,513.83	\$42,055.30
4	\$15,939.55	\$63,758.20

The above calculations are approximate and may change based on individuals circumstances.

Independence			
Service Type	Services	TeamHEALTH Price	Minimum Hours
Personal Care		\$110	1 Hour
Social Support			2 Hours
Respite In Home			1 Hour
Transport		\$2/km	
Assistive Technology & Home Modifications		Prices apply at therapist rates	
Everyday Living			
Service Type	Services	TeamHEALTH Price	Minimum Hours
Domestic Assistance	General House Cleaning	\$110	1 Hour
	Laundry		
	Shopping Assist		
Meal Preparation			Minimum 2 Hours
Gardening		Prices apply at contractor rates	
Clinical Care			
Service Type	Services	TeamHEALTH Price	Minimum Hours
Restorative care management		\$110	1 Hour
Nursing Care	Wound Care	Prices apply at therapist rates	
Allied Health	Dietician		
	Exercise Physiologist		
	Occupational Therapist		
	Physiotherapist		
	Podiatrist		
Case Management	Coordination of Support	\$110	15 minutes per month