Yellow Door Care
We exist so you can stay at home
care@yellowdoorcare.com
08 8362 3033

Support at Home Services and Pricing

EFFECTIVE 1ST NOVEMBER 2025

Clinical Supports

	Services	Pricing Unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Nursing Care	Registered or Enrolled Nurse	Per hour DIRECT	$170	$170	$170	$170	$170
		Per hour INDIRECT	$150	$150	$150	$150	$150
	Continence and Skincare Management	Yellow Door Care **requires nursing assessment and approval** before funding continence aids, skin emollients and other continence management products.					
	Medication Management	Yellow Door Care **requires nursing assessment and approval** before funding any products, services or technology that assists with client medication self-administration, compliance, or monitoring.					
	Care Management	**$150 per hour** capped at 10% **of your** eligible funding each quarter. Care Management covers service planning, monitoring, reviews and other supports provided to help maintain your health, wellbeing and quality of life.					

	Services	Pricing Unit	Indirect	Direct
Allied health and other therapeutic services	Counselling or psychotherapy	Per hour	$200	$230
	Dietician or Nutritionist	Per hour	$200	$230
	Music therapy	Per hour	$200	$230
	Occupational therapy	Per hour	$200	$230
	Physiotherapy	Per hour	$200	$230
	Podiatry	Per hour	$200	$230
	Psychology	Per hour	$200	$230
	Social work	Per hour	$200	$230
	Speech pathology	Per hour	$200	$230
	Exercise Physiology	Per hour	$200	$230
	Exercise physiology - Group	Per hour	$200	$80.00
	Physiotherapy - 1:1	Per hour	$200	$230
	Physiotherapy - Group	Per hour	$200	$90.00

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Independence Supports

	Services	Pricing Unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Personal care	Assistance with self-care and activities of daily living	Per hour	$90	$100	$110	$120	$150
	Assistance with the self-administration of medication	Per hour	$90	$100	$110	$120	$150
	Continence management (non-clinical)	Per hour	$90	$100	$110	$110	$150
Social support and community engagement	Individual social support	Per hour	$90	$100	$110	$120	$150
	Individual social support **(with travel)**	Per hour	$110	$110	$110	$120	$150
	Accompanied activities	Per hour	$90	$110	$110	$120	$150
	Cultural support	Per hour	$90	$110	$110	$120	$150
	Digital education and support	Per hour	$90	$110	$110	$120	$150
	Assistance to maintain personal affairs	Per hour	$90	$110	$110	$120	$150
	Expenses to maintain personal affairs	Per item	Internet/phone bills where client is at risk of, or is homeless				
In Home Respite	Flexible respite (in-home)	Per hour	$90	$110	$110	$120	$150
Community and center-based group respite		Agreed with the client prior to service provision					
Transport	Direct transport (also charged under Individual Social Support)	Per hour or per trip	$110	$110	$110	$120	$150
	Indirect transport	Under 20kms	$55	Yellow Door requires **nursing or allied health assessment and approval** before funding Cabcharge or other taxi ride services			
		Over 20kms and under 50kms	$85				
		Over 50kms	$120				
Assistive technology and home modifications (AT&HM)	Assistive technology and home modifications by the AT&HM Scheme list, including wrap-around services, maintenance, and repair.	Yellow Door Care requires **assessment and approval by a qualified Allied Health professional** before authorising, purchasing, or funding any Assistive Technology or Home Modification items or services. Quotes will be obtained from an approved associated provider*					

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Service Type	Services	Pricing Unit	Indirect	Direct
Therapeutic services for independent living-In-home	Remedial massage	Per hour	$200	$220
	Osteopathy	Per hour	$200	$220
	Acupuncture	Per hour	$200	$220
	Chiropractic	Per hour	$200	$220
	Diversional therapy	Per hour	$200	$220
	Art therapy	Per hour	$200	$220
	Specialised 1:1 IT and Digital Training and Support	Per hour	$200	$240

Everyday Living Supports

	Services	Pricing Unit	Mon-Fri 6am-8pm	Mon-Fri 8pm-6am	Saturday	Sunday	Public Holiday
Domestic assistance	General house cleaning	Per hour	$90	$100	$110	$120	$150
	Laundry services	Per hour	$90	$100	$110	$120	$150
	Shopping assistance (with travel)	Per hour	$110	$110	$110	$120	$150
Home maintenance and repairs (M&R)	Gardening	Per hour	$110	Prices out of weekday hours to be discussed and agreed prior to works			
	Assistance with home M&R	Per hour	$120				
	Assistance with M&R using a carpenter, electrician or plumber	Per hour	$150				
	Expenses for home M&R	Yellow Door Care **requires assessment and approval by a qualified nursing or allied health professional** before funding expenses for Maintenance and Repairs					
Meals	Meal Preparation at the client's home using the client's ingredients by Yellow Door staff	Per hour	$90	$100	$110	$120	$150
	Meal delivery	Per gourmet full meal	$23	Includes the preparation and delivery of the meal and the delivery. This does not include the cost of the ingredients which would be charged to you by the meal provider.			
		Per regular full meal	$18				
		Soups, snacks and desserts	$14				

Clinical Supports are:

Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly

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or be supervised by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.

Independence Supports are:

Services delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.

Everyday Living Supports are:

Services to assist older people to keep their home in a livable state to enable them to stay independent in their homes.

Price List:

This price list outlines the types of services that are offered by Yellow Door Care (YDC) under the Support at Home Program and comes into effect from November 1st 2025

- Prices will change when the government's capped pricing is enforced in June 2026.
- Yellow Door has a minimum 2 hours per service requirement when services are delivered by one of its employees.
- Cancellations made without at least 48 hours' notice will be subject to the complete service charge.

The prices are expressed on a 'per unit basis' for each service in accordance with the Support at Home guidelines:

- The unit price for the service is the price that is charged for each billable unit of service that is delivered
- The billable unit is predominantly time based except for transport where the billable unit is 1 trip and for meal delivery, the billable unit is per meal delivered

Allied health and other therapeutic services have separate unit prices for Indirect or Direct activities:

- Indirect activities – coordination/case management, service planning, report writing and documentation.
- Direct activities - face-to-face visits in the home, at the clinic or telehealth appointments

Services are provided by YDC qualified staff or approved associated providers under formal service agreements to ensure quality, consistency, and compliance with Support at Home guidelines.

Transport services relate directly to your assessed care needs and goals can be included in your package.

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- Direct Transport can include assisted travel with a YDC care worker with a car to appointments. This service can also be charged under Independence Shopping Assistance or Everyday Living Individual Social Support, dependent on your care needs.
- Indirect Transport can include travel using a Cabcharge Fast card (supplied by YDC) to appointments can only be funded after a nursing assessment

Nursing Assessments: To fulfill our registration requirement under the Age Care Act 2024 and Age Care Rules 2025, Yellow Door has an internal policy that all Support at Home clients must have an assessment every 12 months.

Palliative Care: As a registered Support at Home Program provider, Yellow Door Care is approved to deliver palliative End of Life funding under the government's funding model. Pricing for palliative care services is included under Clinical and Independence service categories as required.

Care Management: Our Care Management team is comprised of Nurses only.

***Administrative Fees:** Assistive Technology and Home Modification purchases will attract a:

Assistive Technology fee: 10% or cap of $500

Home Modifications fee: 10% of cap of $1500

Meals: To access meals through a meal delivery service under the Support at Home Program, clients must first be assessed by a qualified Dietitian. This assessment ensures that individual dietary needs are properly identified and monitored, supports the nutritional health of older adults, is clinically recommended and allows for flexible delivery options to suit each person's circumstances.

Top-up Services: Where you do not have sufficient government funds to pay for the Services you wish to receive as part of your Support Plan, you can pay for these excess Services out-of-your own pocket as Self-funded Services. The applicable fees are set as per our current price list or as otherwise agreed.

Yellow Door is proud to also deliver services under the NDIS and on a private, fee for service basis for clients who are self-funded or not accessing any government funded programs.