

Support at Home – Services & Pricing Overview

01 February 2026

BDL pricing is aligned with the Department of Health and Aged Care Summary of Indicative Prices. To support affordability and transparency, BDL prices are set at \$5 below the national median indicative price where applicable.

How our prices are set.

All BDL prices reflect true cost of delivering services and include labour, care management, administration, and travel. Prices meet Support at Home pricing requirements for transparency and reasonableness.

How services are charged.

- Hourly services are charged only for the time delivered.
- Transport is charged per one-way trip
- Meal delivery is charged per meal delivered

Pricing Tables

Clinical Services

Service	Weekday (6am-8pm)	Evening (8pm to midnight)	Saturday (6am-6pm)	Sunday (6am-6pm)	Public Holiday (6am-6pm)
Registered Nurse	\$160.00	184.00	192.00	208.00	240.00
Enrolled Nurse	\$140.00	161.00	168.00	182.00	210.00
Nursing Assistant	\$110.00	126.50	132.00	143.00	165.00
Care Management	\$120.00	138.00	144.00	156.00	180.00
Restorative Care Management	\$150.00	172.50	180.00	195.00	225.00

Independence Supports

Service	Weekday (6am-8pm)	Evening (8pm to midnight)	Saturday (6am-6pm)	Sunday (6am-6pm)	Public Holiday (6am-6pm)
Personal Care & Daily Living	\$95.00	110.00	114.00	124.00	143.00
Social/Community Support	\$94.00	105.00	113.00	123.00	141.00
Respite Care	\$94.00	105.00	113.00	123.00	141.00
Transport (one-way trip)	\$65.00	75.00	78.00	85.00	97.50



Everyday Living Supports

Service	Weekday (6am-8pm)	Evening (8pm to midnight)	Saturday (6am-6pm)	Sunday (6am-6pm)	Public Holiday (6am-6pm)
Domestic Assistance	\$90.00	104.00	108.00	117.00	135.00
Gardening & Home Maintenance	\$98.00	113.00	118.00	128.00	147.00
Meal Preparation	\$92.00	106.00	110.00	120.00	138.00
Meal Delivery	\$15.00	18.00	18.00	20.00	23.00

Care Management Fee

Care Management fee is capped at 10% of the quarterly budget for ongoing services. This fee covers the developing and reviewing of the Care Plan and managing the delivery of services.

Our Commitment

BDL is committed to clear pricing, quality care and value for money. Our prices are set below national median indicative prices wherever possible while remaining compliant with Support at Home program requirements.

Notes

If you are self-managed or wish to choose your own Third Party Provider to provide services, a 10% administration fee will apply on top of that Third Party Provider's prices.

Cancellation Policy

Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, and 1:1 Social Support

- The notice period for customer cancellations is 24 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 24 hours' notice or the customer is not at home at the time scheduled.
- If a customer rejects the offer of a suitably compatible alternate worker and therefore cancels the service with less than 24 hours' notice, the full cost of the scheduled service will be billed.

Exercise & Wellness Groups

- The notice period for customer cancellations for exercise and wellness groups is 24 hours.
- A cancellation fee at the full cost of the class will be billed if the service is cancelled with less than 24 hours' notice.



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Allied Health Services

- The notice period for customer cancellations for 1:1 services (clinic and in-home) is 24 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 24 hours' notice or the customer is not at home at the time scheduled.

Group Social Experiences

- The notice period for customer cancellations for group experiences remains unchanged at 24 hours.
- A cancellation fee at the full cost of the group experience will be billed if the service is cancelled with less than 24 hours' notice.

Excursion/Getaways

- The notice period for customer cancellations for getaways is 4 weeks prior to departure.
- A cancellation fee of 50% of the cost of the getaway will be billed if the getaway is cancelled with less than 4 weeks' notice from departure. BDL recommend that customers organise travel insurance, as a way of cover for yourself, for unexpected events that could happen when travelling and cancellations.