

National Seniors

AUSTRALIA

ADELAIDE NORTH-WEST BRANCH NEWSLETTER

April 2026

Meeting at 1.30 pm on the fourth Wednesday of each month at
Lockleys Baptist Church house, 244 Henley Beach Road, Underdale (parking at rear)

COMMITTEE

President..... Brian Mibus (0417 887701)	Committee Jeanette Molde
Vice-President....Trevor Molde (0417 838740)	Jenny Mathews
Secretary Kathy Hancock (0432 101372)	Mavis Smith
Treasurer..... Dawn Thomas	Newsletter Trish Mibus (0407 605091)
Activities Coordinators	
• Outings Annie McCall	
• Speakers..... Heather Dowling	

2026 CALENDAR

DATE All dates are Wednesdays	ACTIVITY	AFTERNOON TEA
April 22, 1.30 pm	GUEST SPEAKER – ROB BARTON – What it’s like to be a spy	Annie McCall
May 13, 12.00 noon	LUNCH AT HALF CUP, COWANDILLA	-
May 27, 5.30 pm	NIGHT MEETING – SEATON HOTEL – Get-together – No guest speaker	-
June 10, 12 noon	LUNCH – PALLAIS HOTEL, SEMAPHORE	-
June 24, 1.30 pm	GUEST SPEAKER – To be advised	Mavis Smith
July 8, 12 noon	OUTING – CHRISTMAS IN JULY – REX HOTEL	-
July 22, 1.30 pm	GUEST SPEAKER – ORANGE SKY – Mobile Laundry	Kathy Hancock
August 12, 12 noon	LUNCH – SAILMASTER TAVERN, NTH HAVEN	-
August 26, 1.30 pm	GUEST SPEAKER – DENISE MC KENZIE, West Torrens Council – Ageing WELL.	Trish Mibus

Our March Guest Speakers

Vicki, Judy and Susan from Pop Up Health

Aged Care Navigation and Provider

Aged Care – Support at Home and Commonwealth Home Support Program

Pop Up Health began in 2012 as family run business. Jane Papin RN identified a gap between seniors leaving hospital and going home. She put together a plan and within 6 months had 200 nurses and over 300 clients.

Judy came to speak about navigating the Aged Care system which has been found to be confusing for many Seniors.

Vicki spoke about the nurses they have working with SAPOL, Hospitals at Home and helping GPs with support. From November 1, 2025, the Support at Home program was created as part of the new Aged Care Act.

If you have a package, you can get clinical help free, other services for cleaning, ironing, massage, hanging clothes on the line. Cleaning and yard maintenance are the most requested.

If you had a package before September 2024 you come under the Grandfather rule where you will not have to pay for any services as before and you will have no contracts.

From November 2025 the financial situation changed. Depending on whether you receive a full pension, part pension or Commonwealth Health Care Card you may need to pay a percentage for some services. **See list of fees on Page 4.**

From Support at Home program, you will need a provider e.g. Anglicare. From there you can downsize to Residential Homes, moving into Aged Care homes when you need more care.

The first thing you must do is ring My Aged Care (1800 200 422) and register as a Senior and get an “AC” number. This is an individual number for you for all your assessments and services. If you are a couple, you will both need to register separately and get separate AC numbers. They will ask you if you require services now. You can say no you just wanted to register, or you can say yes, you need services and they will arrange for

an assessment. Don't be too independent and tell the assessor all that is wrong and the services you need. There are over 200,000 on the waiting list for packages, with the government releasing 20,000 packages per quarter.

If you are assessed for a package, you can get some services while you wait from Commonwealth Home Support Program (CHSP) money.

CHSP is the first stage of Aged Care. The assessor will decide if you need CHSP or Support at Home (S@H). Once you are approved, the process continues. CHSP is supposed to be phased out in July 2027 and those on this program will be transferred to a low-level package.

The Home Care Packages (HCP) were Levels 1 – 4 but levels for S@H have changed to Level 1 (limited support) to Level 8 (High Support). You can transfer to Residential Care with your package. Under the new Act you may need to pay a percentage of the fees, depending on your financial situation. Once approved, there could be a 6 – 15 month wait for finance for your package to come through.

You will need to create a Power of Attorney and an Advanced Care Directive with a lawyer or from forms online:

https://www.pdfFiller.com/en/catalog/advance-care-directive-form-45489.htm?msclkid=2d71838d283b10439c2aea4b07d7c0c9&utm_source=bing&utm_medium=cpc&utm_campaign=PDFfiller_Branding%20-%20Dynamic&utm_term=pdfFiller.com%2Fen%2Fcatalog&utm_content=Branding%20All%20Pages_DSA

If you don't have family to help you with these processes, Pop Up Health will help.

My Aged Care will organise an Assessor company to come out and assess what you need, you may need an Occupational Therapist (OT) to see what you need, but you get to say what you would like. Your details and needs get put into a complicated algorithm to work out the package level. You will receive a letter to advise you and there will be a waiting period before you receive the package.

The money goes to a provider you select; they receive 10% management fee per year. The finances are provided quarterly, and you need to use it as it does not carry over to the next year. An OT must provide the approval for any equipment. You have 3 months to select a provider.

Providers can provide grab rails, ramps, etc. – if a provider can't do this it is because they don't have the connections with the right organisations to get the equipment. Pop Up Health can find the right provider to provide the equipment for you.

The Provider should have a Care Provider assigned to you who you can go to if you can't get the services or equipment you need. You can ask them for other options if they don't think it is the correct equipment. Many providers need more workers, and you may find it difficult to get the help, or you might have different cleaners each time until they get enough workers to give you the same one all the time.

Some people like to Self-Manage their own package, but it is a lot of work finding your own service providers and keeping to budget and making sure it is paid by My Aged Care.

MyGov and My Aged Care websites will show you the reports and how they are going in the system.

Judy – Pop Up Health offers a Navigation service for help or advocacy for Aged Care or NDIS (10-

65 years) They charge \$495 to be your advocate, find a provider and get services until funds come through but when you receive your package and if you choose Pop Up Health to be your provider they will refund this amount.

Couples are treated separately because if one goes into hospital or care and is the one who has a package, the other person loses all their services.

If the provider does not provide the services you have signed up, for you can find another provider.

Pop Up Health also provides nursing services when a patient comes home from hospital, wound care services, dressings in the home, etc. They work closely with My Aged Care, doctors and medical clinics.

Under CHSP you are entitled to 2 hours cleaning per fortnight to do the big jobs you can't do. Gardening is to take care of the things that are not safe for you to do and there are limits on what they are allowed to do. An Information Session is needed to work out what services you need. Some GP Clinics will also help you. It is about setting up the trust and relationships to make sure you are safe.

GPs can issue Taxi subsidies and give a referral for incontinence products.

NOTE: You can get free advocacy from the Older Persons Advocacy Service (OPAN) national organisation or from ARAS – Aged Rights Advocacy Service – South Australian advocates who will work with your provider to get what you need.

OPAN – Ph: 1800 700 600 or
opan.org.au/contact-us/

ARAS – Ph: 8232 5377 or sa.agedrights.as.au



Summary of indicative Support at Home prices

October 2025

This fact sheet includes indicative price ranges for most [Support at Home services](#). These indicative price ranges reflect what Home Care Package (HCP) providers reported that they intended to charge when the Support at Home program was due to commence from 1 July 2025.

This is a summary of indicative prices providers may charge for Support at Home services, not the co-contribution to be made by individual participants. The co-contribution to prices that an individual pays will depend on the service category and an individual's means assessment/status. Importantly, no one will pay any co-contributions for clinical care services.

Use the [My Aged Care, Support at Home fee estimator](#) to help consumers to estimate their contributions.

Background

The indicative price ranges were collected through a survey of HCP providers in February 2025. Over 300 HCP providers responded to the survey, representing over a third of all HCP providers.

The indicative price ranges have been published to provide market-level information that will assist participants to understand how a provider's pricing compares with other providers across the country. These are not price caps and are not recommended prices.

Guidance for Support at Home participants

The information in the table below will help you assess whether you think the prices your current provider is charging are reasonable, or if you want to choose another provider. It is important that you choose a provider who can deliver care that is right for you, that you have been approved for (as outlined in your Notice of Decision), and at a price that you think is reasonable.

Next steps

In the lead up to 1 November 2025, your current HCP provider will contact you to clearly explain any changes to your prices under Support at Home.

You will be asked to agree to the prices as part of a new service agreement. This service agreement will include a price for each service that your provider will deliver to you.

You do not have to sign an agreement if you are unhappy with the prices or if you don't understand why their prices are changing. However, you do need to have an agreement in place with a provider of your choice before you are able to receive services through Support at Home.

Once you have a service agreement in place, you can continue to receive services through Support at Home from 1 November 2025.

If you think prices are unreasonable

It is important to note that a provider who charges a price that is above the range is not necessarily charging a price is unreasonable.

However, if you feel your provider is charging a high price, you may wish to talk to them to understand:

- the scope of the service that you would receive for that price
- why the price is higher than other providers may be charging
- if the prices you will be charged under Support at Home mean you receive fewer services than you do in the HCP Program.

The Australian Government has put protections in place so that participants can be sure the prices they are charged are reasonable and transparent.

For more information about [consumer protections in Support at Home](#).

Changing providers

You can change providers if you think your current provider's price changes are unreasonable. You are able to change providers before or after the commencement of Support at Home.

Providers are not permitted to charge entry or exit fees if you change your provider.

If you choose to change providers before 1 November 2025, it is important that you have a start date with your new provider before agreeing a cessation date from your current provider. This ensures you have continued access to the care you need.

For more information about [changing Home Care Package provider](#).

Summary of indicative prices

The following table shows the national median price reported in the survey, as well as a range of prices with a lower and upper bound. The median is the middle price, which means half of providers reported an indicative price below the median, and half of providers reported an indicative price above the median. The range represents the indicative prices that were reported by the majority of HCP providers in the survey.

	Unit	National median price	Range (lower)	Range (upper)
Nursing care	Hour	\$150	\$125	\$179
Registered nurse	Hour	\$160	\$144	\$186
Enrolled nurse	Hour	\$140	\$120	\$163
Nursing assistant	Hour	\$110	\$92	\$143
Allied health and other therapeutic services	Hour	\$195	\$160	\$220
Allied health therapy assistant	Hour	\$122	\$105	\$167
Counsellor or Psychotherapist	Hour	\$208	\$160	\$225
Dietitian or Nutritionist	Hour	\$200	\$165	\$219
Exercise physiologist	Hour	\$190	\$165	\$219
Occupational therapist	Hour	\$200	\$174	\$220
Physiotherapist	Hour	\$185	\$160	\$210
Podiatrist	Hour	\$180	\$153	\$208
Psychologist	Hour	\$228	\$210	\$250
Social worker	Hour	\$200	\$163	\$238
Speech pathologist	Hour	\$208	\$187	\$236
Care management	Hour	\$120	\$80	\$150
Restorative care management	Hour	\$150	\$120	\$173
Personal care	Hour	\$100	\$85	\$115
Social support and community engagement	Hour	\$99	\$82	\$110
Therapeutic services for independent living	Hour	\$165	\$140	\$220

	Unit	National median price	Range (lower)	Range (upper)
Remedial masseuse	Hour	\$150	\$134	\$206
Respite	Hour	\$99	\$85	\$112
Transport	Trip	\$70	\$40	\$97
Domestic assistance	Hour	\$95	\$83	\$109
Home maintenance and repairs	Hour	\$103	\$85	\$120
Meal delivery	Meal	\$15	\$11	\$22
Meal preparation	Hour	\$97	\$82	\$110

Notes on the table:

- The [Support at Home service list](#) outlines all the service types and services that can be delivered in Support at Home. The table above only includes indicative prices for services where a statistically valid sample was recorded in the survey.
- The prices shown in the table are representative of prices for services delivered across metropolitan, rural and regional areas. Prices may be different in the area you live in.
- The prices in the table are expressed on a per unit basis. The Support at Home service list specifies the unit type for each service. This is called the billable unit. The unit price for the service is the price that is charged for each billable unit of service that is delivered. For example, the unit price for 1 hour of a service would be expressed as 'dollars per hour'.
- For most services, the billable unit is time based. However, for transport, the billable unit is 1 trip. For meal delivery, the billable unit is per meal delivered.
- For time-based services, the table reports indicative prices for a service that is of 1 hour duration. Your provider may have different prices for different durations, such as less than 1 hour (e.g. 25 minutes), or more than 1 hour (e.g. 1 hour and 45 minutes).
- The table reports prices for services delivered during standard business hours. Services delivered outside of standard business hours may be more expensive.