# Extra Support

## Short-term help when usual support is not enough

Extra Support is a short-term response for an older person experiencing a temporary change in circumstances - for example illness, discharge from hospital, recovery after surgery, or a brief reduction in support from family or carers. It is designed to help the participant safely manage daily life while the immediate difficulty settles.

| Booked duration | Base service rate |
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| 2 hours | $85.00 per hour |
| 3 hours | $75.00 per hour |
| 4 hours or more | $65.00 per hour |

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| **10% URGENT SERVICE ARRANGEMENT COMPONENT** | A 10% Urgent Service Arrangement Component applies in addition to the base service rate. It covers urgent worker sourcing, availability confirmation, roster administration and service continuity when a temporary two-, four- or six-hour shift must be arranged at short notice. It does not fund care planning, clinical assessment, monitoring or review activities covered through Care Management. No calculated total price is shown on this schedule. |

## Services this rate may cover

| PERSONAL CARE | SOCIAL SUPPORT / COMPANIONSHIP | DOMESTIC ASSISTANCE |
|---|---|---|
| Showering, dressing, grooming, eating, mobility assistance, non-clinical continence support and assistance with self-administration of medication, within the worker's role and the participant's approved care plan. | Reassurance, supervision, conversation, accompanied activities and support to maintain social connection. Companionship is classified according to the activity actually delivered; it is not automatically domestic assistance. | Light cleaning, laundry, meal preparation and essential household tasks required during the temporary period, where approved in the participant's support plan. |

## How the seven-day arrangement works

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| **START** | The participant, representative or care partner identifies a temporary increase in need. Before services commence, the registered provider confirms that the selected service is approved, affordable within the participant's budget and included in the care plan or otherwise lawfully arranged. |
| **DAYS 1-7** | The Extra Support rate may be used for no more than seven consecutive calendar days for one temporary episode. Only services actually delivered may be invoiced. Care notes should record the reason for the temporary support, tasks completed, observations and any emerging risks. |
| **AFTER DAY 7** | Extra Support does not continue automatically. Before further service is booked at this rate, a nurse must assess the participant's current needs and document whether continued support is clinically and practically reasonable. |
| **CHANGED BASELINE** | If the participant has not returned to their usual baseline, the care partner should review the care plan and individualised budget. With the participant's agreement, the registered provider may request a Support Plan Review or reassessment where additional approved services or a higher funding classification may be required. |

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| **10% CARE MANAGEMENT ALLOCATION** | For ongoing Support at Home services, 10% of the participant's quarterly budget is allocated separately to the registered provider's pooled care management account. This allocation supports eligible planning, coordination, monitoring and review activities. It is not added again to the hourly prices above. |

Important: Extra Support is not an emergency or hospital-substitute service. Call 000 for an emergency. Contributions depend on the service delivered. From 1 October 2026, approved personal care is fully government funded for contribution purposes where Support at Home funding is available; other categories may still attract contributions.