FOR HOME CARE PROVIDERS WEIGHING THEIR OPTIONS

Home Care First Mate and ShiftCare

Level on what a home care provider runs every day, and further where it counts: claims straight to Services Australia, families kept in the picture, and no charge per client, for $19 per user a month.

Level on the everyday

	Home Care First Mate $19 per user a month, one plan	**ShiftCare** $8, $13 or $20 per user a month
Sign up online and start the same day	✓ 14-day free trial, no card, at launch	✓ Seven-day trial, no card
Rostering with recurring visits, moved on a day grid	✓ Included	✓ All plans
Uncovered visits offered to the workers eligible for them	✓ Included	✓ Professional and up
Workers matched to clients on required skills, language and travel distance from home	✓ Included	✓ Professional and up: matching on skills, availability, client needs and compliance, with gender, language and cultural background filters
Care worker app that keeps working without signal, with clock in	✓ Included	✓ All plans
Care workers sign in with their phone's own PIN, fingerprint or face	✓ Included	Not stated on the pages we read
Award pay rules for the Social, Community, Home Care and Disability Services award	✓ Included, priced in First Mate, with rates kept current from the Fair Work Commission's pay database and checked by HealthOS before use	⚠ Premium: roster warnings and allowance checks. Pay is worked out in payroll, such as Pay Cat
Timesheets to payroll	✓ Xero Payroll, with MYOB and Employment Hero being connected; others tested with you	✓ Xero, MYOB, QuickBooks Online, PayCat, Employment Hero
Support at Home: My Aged Care referrals, budgets, entry and exit events, and claiming	✓ Referrals accepted from My Aged Care. Budgets and entry and exit events retrieved, and claims lodged, directly through Services Australia's Aged Care Web Services	⚠ Budgets, funding levels and start dates read, and claims lodged, through quickclaim, a third-party platform. My Aged Care referrals not stated. Premium, plus $5 per client a month
Support at Home client statements	✓ Each client's contribution invoiced monthly and reconciled against what Services Australia paid. A separate monthly statement: **in development**	⚠ Its help centre says its statements may not match Services Australia's figures, and points to quickclaim's instead
Disability support claims file for Provider Digital Access	✓ Included	✓ Premium
Incident reporting from the worker's phone	✓ Included, with Serious Incident Response Scheme drafts	✓ Premium
Family portal	✓ Included: each family member has their own free login and sees only the visits, care notes, budget and invoices of the person they support	✓ Premium
Two-factor sign-in	✓ Included	✓ All plans
Virtual care and wearables	✓ Included: connected scales, blood pressure cuffs and glucose sensors send readings to the record, with alerts between visits, and video visits	Not stated on the pages we read
Electronic prescribing	**In development**	Not stated on the pages we read
Leave, HR records and certification tracking	**In development**. Credentials are already checked before a worker takes a visit	✓ Add-ons: HR $2 and certifications $3 per user a month; leave on Enterprise
AI help writing care notes	**In development**	✓ All plans

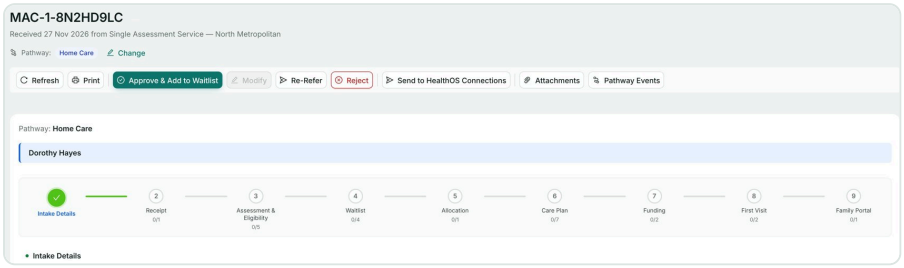
⚠ relies on a third party to process the claim, or a limitation the vendor states itself.

From referral to claim, and what the family sees

1 Referral

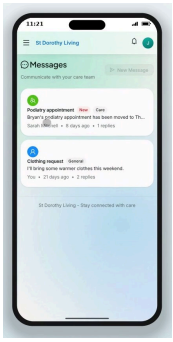
A My Aged Care referral arrives through the government's provider system, and its pathway shows every step to the first visit.

YOUR TEAM



The referral and its pathway.

THE FAMILY

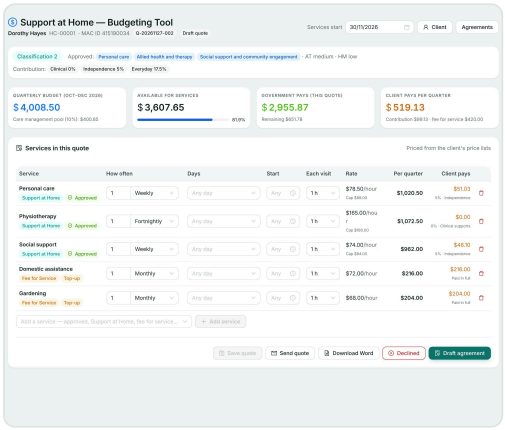


In touch with the team from the start.

2 Intake

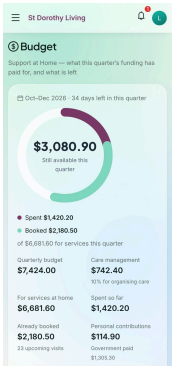
The client's budget, contribution rates and approved services are read from Services Australia's Aged Care Web Services, so the quote starts from the funding they have.

YOUR TEAM



The budget and the approved services in the quote.

THE FAMILY

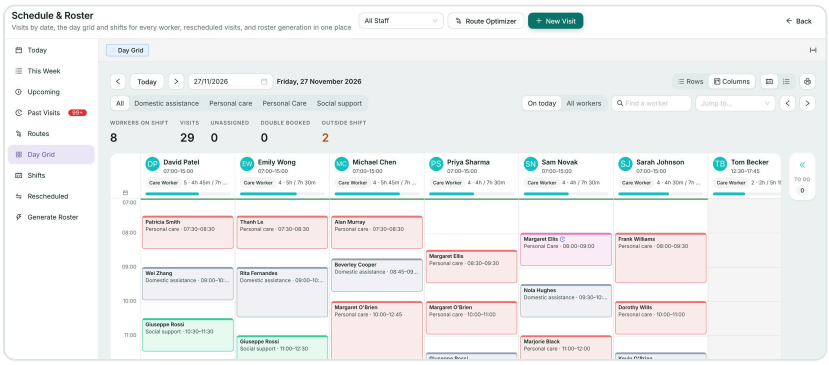


The same budget: spent, booked and still available.

3 Scheduling

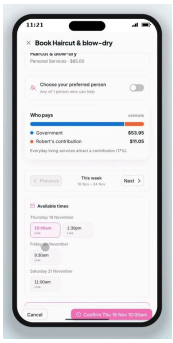
Visits go on the day grid. When a worker calls in sick, the visit is moved with the reason kept, or offered to eligible workers.

YOUR TEAM



The day grid.

THE FAMILY

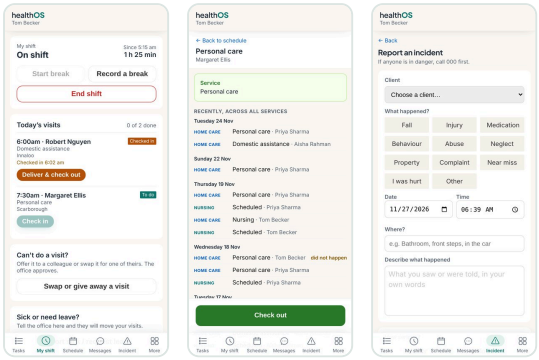


Booking a service, with who pays shown.

4 The care worker

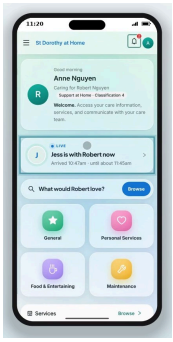
The care worker checks in, sees what other services did recently, and reports incidents, with or without signal.

YOUR TEAM



The care worker app.

THE FAMILY

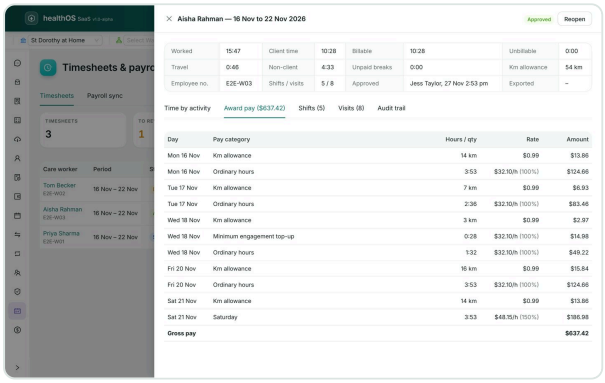


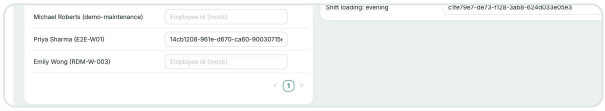
Who is with Robert right now.

5 Pay run

Each care worker's timesheet is priced in First Mate under the award, minute by minute, with every line showing its rate, and sent to Xero Payroll ready to pay.

YOUR TEAM



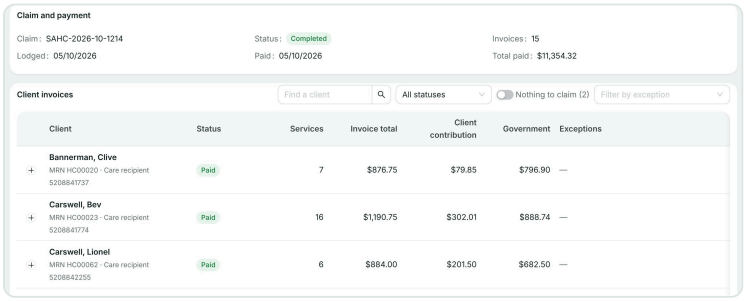


A timesheet priced under the award, and sent to payroll.

6 Claim

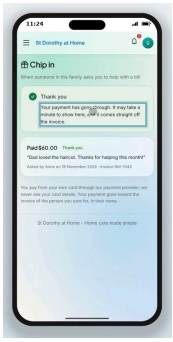
The month's claims and contributions are built from the visits delivered, lodged through Services Australia's Aged Care Web Services and reconciled against what is paid, with each client's contribution invoiced to the family. Travel and late cancellations are billed on your terms.

YOUR TEAM



Paid and reconciled, client by client.

THE FAMILY



The invoice, shared and paid.

What it costs: an example

20 staff, care workers and office together, and 60 Support at Home clients, at each company's published prices, excluding GST.

	First Mate	ShiftCare Premium
20 staff	$380	$400
Support at Home, 60 clients	Included	$300
Each month	**$380**	**$700**

ShiftCare Premium billed monthly is $25 per user ($800 a month here); Support at Home is not on its lower plans.

Where your data lives

First Mate: in Australia, each provider's records kept apart by the database. Penetration tested by Penti with no critical findings; work towards ISO/IEC 27001 has started.

ShiftCare: hosted in Australia, its AI on Amazon Web Services in Sydney. Certifications not stated on the pages we read.

See what changes for your home care business

First Mate is part of HealthOS, whose same record also runs residential aged care, hospitals and allied health. We will walk you through it on real data.

healthos.net.au/home-care-first-mate · hello@healthos.net.au

Sources, read on 27 November 2026. ShiftCare: shiftcare.com/pricing, shiftcare.com/support-at-home, shiftcare.com/quickclaim-integration, shiftcare.com/smartmatch, its SCHADS rostering page, and help centre articles 13134964 and 12979678 (June 2026). Pay Cat: its ShiftCare integration page. HealthOS: healthos.net.au/home-care/ and healthos.net.au/trust/. Screenshots are from HealthOS demonstration data; every person shown is invented.

ShiftCare is a trademark of its owner. HealthOS is not affiliated with ShiftCare, quickclaim or Pay Cat. ShiftCare facts come from its own public pages on the date above and may have changed; check both before you decide.