

PRICING GUIDE · 2026

Carely Pricing Guide

A complete reference of Carely plans, features, usage costs, and add-ons for Australian NDIS providers. Current pricing is always shown at carely.au/pricing — refer to that page for the latest figures.

SOLO

\$97 / month + GST

Single user. Core platform.

PRACTICE

\$197 / month + GST

Unlimited users. Full platform.

GROWTH

\$349 / month + GST

Full platform. Done-with-you setup.

FREE TRIAL 30 days, full access, no credit card

CONTRACT Month-to-month, cancel anytime

USERS 1 on Solo · unlimited on Practice & Growth

CURRENCY AUD, billed monthly

INSIDE THIS GUIDE

[01 Plan summary](#)[02 Feature comparison](#)[03 Features by plan](#)[04 Usage costs \(SMS, calls, email, AI\)](#)[05 Optional add-ons](#)[06 Not included in any plan](#)[07 How to subscribe & billing terms](#)

Three plans

All plans include unlimited participants and contacts. Plans differ by user seats, platform features included, and level of support.

Solo

\$97 /month + GST

Single-user plan covering CRM, calendar, unified inbox, forms, and NDIS-specific templates.

- ✓ 1 user seat
- ✓ CRM, calendar, unified inbox, forms
- ✓ NDIS-specific templates, pre-configured
- ✓ Email & chat support

Best for: Sole traders and solo allied-health practitioners.

Practice **MOST POPULAR**

\$197 /month + GST

All Solo features plus automation, invoicing, built-in phone system, AI assistant, and integrations. Unlimited users.

- ✓ Unlimited users
- ✓ Pipelines, workflows, automation
- ✓ Invoicing with Stripe + text-to-pay
- ✓ Google reviews, AI assistant, integrations

Best for: Practices with 2+ users requiring the full platform.

Growth

\$349 /month + GST

All Practice features plus dedicated phone number, dedicated onboarding, priority support, and quarterly strategy reviews.

- ✓ Dedicated phone number included
- ✓ Dedicated onboarding & first 3 workflows built
- ✓ Priority phone support
- ✓ Quarterly strategy review + monthly check-ins

Best for: Providers requiring done-with-you onboarding and ongoing NDIS coaching.

Feature comparison

A line-by-line look at what's included on each tier. No feature gating beyond what you see here.

Feature	Solo \$97/mo	Practice \$197/mo	Growth \$349/mo
Unlimited participants	✓	✓	✓
Unlimited users	1 user	✓	✓
CRM & contacts	✓	✓	✓
Unified inbox	✓	✓	✓
Calendar & scheduling	✓	✓	✓
Enquiry forms & surveys	✓	✓	✓
NDIS templates & workflows	✓	✓	✓
Email & chat support	✓	✓	✓
Pipeline management	—	✓	✓
Marketing automation	—	✓	✓
Workflow builder	—	✓	✓
Invoicing & payments	—	✓	✓
Google reviews	—	✓	✓
Phone system	—	✓	✓
AI assistant	—	✓	✓
Integrations (Xero, Zoom, etc.)	—	✓	✓
Dedicated phone number	—	—	Included
Dedicated onboarding	—	—	✓
Priority phone support	—	—	✓
Quarterly strategy review	—	—	✓
Custom workflow setup (3)	—	—	✓
Monthly check-in call	—	—	✓

All prices shown exclude GST. No setup fees. No per-user pricing on Practice or Growth. Swap tiers any time — your data comes with you.

Features by plan

Full feature list grouped by the plan that includes it.

Included on all plans

Solo, Practice, and Growth.

- ✓ **Unlimited participants & contacts**
No caps on how many clients, referrers, or leads you can store.
- ✓ **CRM & contact management**
Every client, referral, and lead in one place with notes, tags, and history.
- ✓ **Calendar & online booking**
Clients book themselves. Automated reminders cut no-shows.
- ✓ **Unified inbox**
SMS, email, Facebook, Instagram, and Google Business Messages in one conversation view so nothing slips through.
- ✓ **Enquiry forms, surveys & landing pages**
Capture new enquiries and intake info without chasing paper or spreadsheets.
- ✓ **NDIS-specific templates & workflows**
Pre-configured pipelines, forms, and automations built for NDIS providers.
- ✓ **Email & chat support**
Australian-hours email and live chat. Response within 1 business day.

Included on Practice and Growth

Added to Solo's feature set.

- ✓ **Unlimited users**
Your whole team — admin, clinicians, coordinators — all included.
- ✓ **Pipeline management**
See every referral and enquiry at a glance in a kanban view — know exactly what needs attention today.
- ✓ **Marketing automation**
Email sequences, SMS campaigns, and follow-up workflows that run without you lifting a finger.
- ✓ **Workflow automation builder**
Automate the repetitive tasks that eat your time — from onboarding to payment reminders.
- ✓ **Invoicing & Stripe payments**
Send invoices and collect payment — including text-to-pay — from the same platform.
- ✓ **Google review management**
More 5-star reviews, less effort — automated review requests with tracked responses.
- ✓ **Built-in phone system**
Call, record, and track every conversation without a separate phone tool.
- ✓ **AI content & conversation assistant**
Draft replies, generate content, and summarise conversations in seconds.
- ✓ **Integrations (Xero, Google, Outlook, Zoom, Zapier, Make)**
Connect the tools you already use — your accounting, calendar, and video calls stay in sync.

Included on Growth only

Added to Practice's feature set.

- ✓ **Dedicated phone number (included)**
Your practice gets its own local or mobile number — included in the plan price.
- ✓ **Dedicated onboarding session**
We configure the platform for your practice — you don't have to figure it out alone.
- ✓ **Priority phone & email support**
Phone support during Australian business hours. Target response: within 4 business hours.
- ✓ **Quarterly strategy review (45 min)**
A session with our NDIS business coach to review your metrics and plan your next quarter.
- ✓ **Custom workflow setup (first 3)**
We build your first 3 automation workflows — you walk away with a running system.
- ✓ **Monthly check-in call (15 min)**
A regular touchpoint so your practice keeps moving forward, not just treading water.

SMS, calls, and email — full transparency

Messages and minutes are billed at cost — carrier pass-through, zero Carely markup. Usage rates are the same on every plan. All rates shown exclude GST. Most practices spend \$20–\$70/month here.

SMS & MMS		Voice calls	
SMS outbound	\$0.077 per message	Inbound calls (local number)	\$0.015 / min
SMS inbound	\$0.011 per message	Inbound calls (toll-free)	\$0.075 / min
MMS outbound/inbound	\$0.525 per message	Outbound to landlines	\$0.038 / min
		Outbound to mobiles	\$0.113 / min
		Call transcription (optional)	\$0.036 / min
		Call recording (optional)	\$0.00375 / min

Email		AI features	
Email sending	\$0.0015 per email	AI text generation	\$0.14 per 1,000 words
Email verification (optional)	\$0.0055 per email	AI image generation	\$0.09 per image
		AI review responses	\$0.015 per review

What a typical month looks like

Pick your plan by how much help you want, not by usage — any plan can handle any of the volumes below.

Profile	SMS	Calls	Emails	Usage	Example plan	Total
Light usage Solo practitioner	200 sent	30 min inbound	2,000	~\$29	\$97 (Solo)	~\$126 / month
Small team 2–4 staff	350 sent	60 min mixed	5,000	~\$48	\$197 (Practice)	~\$245 / month
Active practice 5+ staff	500 sent	120 min outbound	10,000	~\$66	\$349 (Growth)	~\$415 / month

Set monthly spend caps and alerts inside Carely so you're never surprised by a bill — on any plan.

05 · ADD-ONS

Optional add-ons

Bolt on only what your practice needs — none of these are required to get full value from Carely. All add-on prices shown exclude GST.

Add-on	Cost
WhatsApp integration	\$29.99 / month
Additional phone number (local)	\$4.55 / month
Additional phone number (mobile)	\$10.00 / month
Branded client portal app	\$59.00 / month
AI Employee (unlimited AI usage)	\$97.00 / month
Premium prospecting tool	\$29.00 / month
Online listings management	\$30.00 / month
Domain registration	\$15 / year per domain
WordPress hosting	\$14.99 / month per site
Dedicated email IP	\$59.00 / month per IP

PROFESSIONAL SERVICES

Website build or rebuild — from \$1,500 + GST, scoped to your practice. Landing pages, full sites, or rebuilds of an existing site. Talk to us at carely.au/contact.

06 · SCOPE

Not included in any plan

Carely is a business-operations platform. The following are outside Carely's scope and are not available on any plan.

- NDIS bulk claiming or PRODA integration — use a dedicated claiming tool
- Participant budget tracking against NDIS plan line items
- Clinical notes, progress notes, or SOAP note templates
- Staff rostering, shift allocation, or timesheet payroll export
- Australian-only data hosting — Carely runs on AWS & Google Cloud globally

For NDIS bulk claiming or PRODA integration, Carely is typically used alongside a dedicated claiming tool. Carely handles the client relationship, communication, scheduling, and invoicing; the claiming tool handles PRODA.

Subscription & billing terms

Current pricing is always authoritative on carely.au/pricing. This guide is correct as of the date shown below.

START A SUBSCRIPTION	Sign up at carely.au/free-trial . 30-day free trial on any plan, no credit card required. Billing starts after the trial if not cancelled.
BILLING	Monthly in advance, in AUD, via Stripe. Prices exclude GST; GST is added at checkout where applicable.
PLAN CHANGES	Upgrade or downgrade any time. Changes take effect at the start of the next billing cycle. Prorated adjustments are applied automatically.
USAGE COSTS	SMS, calls, email, and AI usage are billed at the pass-through rates in section 04. Usage is billed monthly in arrears alongside the plan fee.
CANCELLATION	Cancel any time from inside Carely. Your subscription runs to the end of the current billing cycle; no further charges apply.
REFUNDS	See carely.au/terms for the current refund policy. The 30-day free trial is the primary risk-free way to evaluate Carely.
CONTACT	Email hello@carely.au · Website carely.au · Book a demo at carely.au/contact
