

# Support at Home Price List



If you have any questions please contact us:

**Phone** 1300 444 663 • **Email** [homecare@helpinghand.org.au](mailto:homecare@helpinghand.org.au)

Information current at 1 August 2026

## Clinical Support

Specialised health services designed to help you maintain or improve your strength, mobility, memory, and overall health and wellbeing.

Service	Rate	Weekdays 7:30am-6pm	Weekdays 6pm-8:30pm	Saturday 7:30am-8:30pm	Sunday 7:30am-8:30pm	Public Holiday 7:30am-8:30pm
Registered Nurse	1 hour	\$215	\$258	\$311	\$344	\$430
Enrolled Nurse	1 hour	\$180	\$216	\$261	\$288	\$360
Nursing Assistant	1 hour	\$140	\$168	\$203	\$224	\$280
Enrolled Nurse - medication administration	15 mins	\$90	\$108	\$130	\$144	\$180
Nursing Care Supplies (consumables)	Everyday nursing supplies are included in the above rates. Specialised products will be purchased and added to your budget.					

The table above shows hourly pricing. 30 minute appointments are available and are charged at 50% of the 1 hour appointment rate.

Service	Rate	Weekdays 8:30am-4:30pm
Allied Health Professional - in home	1 hour	\$265
Allied Health Professional - in clinic	1 hour	\$210
Allied Health Assistant - in home	1 hour	\$155
Allied Health Assistant - in clinic	1 hour	\$130
Allied Health Exercise Group	1 hour	\$45
Allied Health Hydrotherapy Group	1 hour	\$55

Allied Health Professional services include Physiotherapy, Podiatry, Social Work, Occupational Therapy, Dietetics, and Exercise Physiology. Telehealth appointments are charged at in clinic visit rates.

## Assistive Technology and Home Modifications

Through the Assistive Technology and Home Modification (AT-HM) Scheme, you can access tailored equipment and make modifications to your home that support your wellbeing. Assistive technology and home modifications are quoted on a per item basis.

Service	Fee Percentage
Assistive Technologies	10% (up to a maximum of \$500)
Home Modifications	15% (up to a maximum of \$1,500)

## Independence Support

Help to manage everyday activities and maintain the skills you need to live independently.

Service	Rate	Weekdays 7:30am-6pm	Weekdays 6pm-8:30pm	Saturday 7:30am-8:30pm	Sunday 7:30am-8:30pm	Public Holiday 7:30am-8:30pm
Personal Care	1 hour	\$135	\$162	\$195	\$216	\$270

Service	Rate	Weekdays 8am-6pm	Saturday 8am-6pm	Sunday 8am-6pm	Public Holiday 8am-6pm
Respite - in-home	1 hour	\$135	\$195	\$216	\$270

Service	Rate	Weekdays 8am-6pm	Saturday 8am-6pm	Sunday 8am-6pm	Public Holiday 8am-6pm
Social Support - individual	1 hour	\$135	\$195	\$216	\$270

Service	Rate	Weekdays 8:30am-5pm
Social Support - group	1 hour	\$40

Service	Rate	Weekdays 8:30am-4:30pm
Therapeutic Services - Remedial Massage	1 hour	from \$140

## Indirect Transport

Indirect transport services include taxi and ride share services, with vouchers provided and charged at the cost of the service.

## Everyday Living Support

Everyday living services help keep your home comfortable, safe, and well cared for, with support for cleaning, gardening, grocery shopping, meal preparation, meal deliveries, and minor maintenance.

Service	Rate	Weekdays 9am-5pm
Domestic Assistance - general cleaning and laundry	1 hour	\$135
Shopping Assistance	1 hour	\$135
Meal Preparation	1 hour	\$135
Meal Delivery	per meal	from \$17

Service	Rate	Weekdays 8:30am-4:30pm
Gardening	1 hour	\$130
Home Maintenance and Repairs	1 hour	from \$130

## Care Management

Care Management services provide personalised support and help you navigate your care with confidence. We coordinate your services, monitor progress, and adjust supports as your needs change.

Service	Rate	Weekdays 9am-5pm
Care Management	1 hour	\$150

# Support at Home - Terms and Conditions

## Additional Services

If you require services beyond your approved funding, you can purchase additional services from us at the rates listed in this document.

## Cancellations

A cancellation fee will be charged in the following situations:

- when the client is not home at the time of the service (without notification)
- if the client turns the worker away upon arrival
- if the service is cancelled with less than 2 business days' notice

## Care Management Fees

The government allocates 10% of your Support at Home funds for Helping Hand to use for Care Management purposes. Co-contribution does not apply for Care Management Fees. Our Care Management fees are charged in 15-minute increments.

## Clinical Care & Allied Health Services

Clinical Supports, including allied health and nursing care services, require assessment time, documentation and other non direct client activities to deliver a professional and safe service. These services will be charged at the same rates and will be documented on your monthly statements.

## Co-Contributions

Some people may be asked to contribute towards the cost of their care, depending on their income, assets and the services they receive. These contributions are set by the Australian Government, and Services Australia will let you know if a contribution applies to you and how much you may need to pay.

## Hourly Rates

All services are billed in 15 minute increments, depending on agreed length of service in your Care Plan as per assessed need.

## Meals

Meal pricing is charged per delivered meal and may vary depending on your chosen supplier. Helping Hand partners with a range of preferred suppliers who provide nutritious and delicious meals. Ingredient costs are payable by you and will be invoiced separately.

## Social Support: Groups

Social Group prices are based on the specific social group you wish to participate in. The price listed in this fee schedule does not include incidentals (ie the cost of meals, transport, tickets to events).

## Indirect Transport Services

Cab charges will be charged based on the invoice from the taxi provider. Cab charges under the Support at Home program may be provided as transport vouchers for essential trips linked to your assessed care needs.



Helping Hand