# *Support at Home* Price List

Helping Hand

Information current as of 26 November 2026

## Clinical Support

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

| Service | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| *Nursing care* | | Monday-Friday 7:30am-6:00pm | Monday-Friday 6:00pm-8:30pm | 7:30am-8:30pm | 7:30am-8:30pm | 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.* | | | | | | |
| *Allied health & other therapeutic services* | | Monday-Friday 8:30am-4:30pm | | | | |
| Allied Health Therapy Assistant - in-home | 1 hour | $155 | N/A | N/A | N/A | N/A |
| Allied Health Therapy Assistant - in-clinic | 1 hour | $130 | N/A | N/A | N/A | N/A |
| Dietician or Nutritionist - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Dietician or Nutritionist - in-clinic | 1 hour | $210 | N/A | N/A | N/A | N/A |
| Exercise Physiologist - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Exercise Physiologist - in-clinic | 1 hour | $210 | N/A | N/A | N/A | N/A |
| Exercise Physiologist - group | 1 hour | $45 | N/A | N/A | N/A | N/A |
| Occupational Therapist - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Occupational Therapist - in-clinic | 1 hour | $210 | N/A | N/A | N/A | N/A |
| Occupational Therapist - group | 1 hour | $45 | N/A | N/A | N/A | N/A |
| Physiotherapist - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Physiotherapist - in-clinic | 1 hour | $210 | N/A | N/A | N/A | N/A |
| Physiotherapist - group | 1 hour | $45 | N/A | N/A | N/A | N/A |
| Physiotherapist - hydrotherapy group | 1 hour | $55 | N/A | N/A | N/A | N/A |
| Social Worker - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Social Worker - in-clinic | 1 hour | $210 | N/A | N/A | N/A | N/A |
| Social Worker - group | 1 hour | $45 | N/A | N/A | N/A | N/A |
| Speech Pathologist - in-home | 1 hour | $198 | N/A | N/A | N/A | N/A |
| *Telehealth appointments are charged at in-clinic visit rates.* | | | | | | |

## Clinical Support, continued

| Service | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| *Personal care* | | Monday-Friday 7:30am-6:00pm | Monday-Friday 6:00pm-8:30pm | 7:30am-8:30pm | 7:30am-8:30pm | 7:30am-8:30pm |
| Assistance with self-care and activities of daily living | 1 hour | $135 | $162 | $195 | $216 | $270 |
| Assistance with self-administration of medication | 1 hour | $135 | $162 | $195 | $216 | $270 |

## Independence Support

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

| Service | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| *Social support and community engagement* | | Monday-Friday 8:00am-6:00pm | - | 8:00am-6:00pm | 8:00am-6:00pm | 8:00am-6:00pm |
| Social support - individual | 1 hour | $135 | N/A | $195 | $216 | $270 |
| Social support - group | 1 hour | $40 | N/A | N/A | N/A | N/A |
| Accompanied activities | 1 hour | $135 | N/A | $195 | $216 | $270 |
| *Therapeutic services for independent living* | | Monday-Friday 8:30am-4:30pm | - | - | - | - |
| Remedial massage | 1 hour | $140 | N/A | N/A | N/A | N/A |
| *Home or community general respite* | | Monday-Friday 8:00am-6:00pm | - | 8:00am-6:00pm | 8:00am-6:00pm | 8:00am-6:00pm |
| Flexible respite | 1 hour | $135 | N/A | $195 | $216 | $270 |

## 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 | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| *Domestic assistance* | | Monday-Friday 9:00am-5:00pm | - | - | - | - |
| General house cleaning | 1 hour | $135 | N/A | N/A | N/A | N/A |
| Laundry services | 1 hour | $135 | N/A | N/A | N/A | N/A |
| Shopping assistance | 1 hour | $135 | N/A | N/A | N/A | N/A |
| *Home maintenance and repairs* | | Monday-Friday 8:30am-4:30pm | - | - | - | - |
| Gardening | 1 hour | $130 | N/A | N/A | N/A | N/A |
| Assistance with home maintenance and repairs | 1 hour | $130 | N/A | N/A | N/A | N/A |
| Expenses for home maintenance and repairs | per item | Price varies depending on item, costs will be invoiced and added to your budget. | | | | |

## Everyday Living Support, continued

| Service | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| *Meals* | | Monday-Friday 9:00am-5:00pm | - | - | - | - |
| Meal delivery | per meal | from $17 | N/A | N/A | N/A | N/A |
| Meal preparation | 1 hour | $135 | N/A | N/A | N/A | N/A |
| *Direct transport services* | | Monday-Friday 8:00am-6:00pm | - | - | - | - |
| Short trip* - up to 30 minutes / 10 km | per one-way trip | $102 | N/A | N/A | N/A | N/A |
| Medium trip - 30-60 minutes / 11-30 km | per one-way trip | $135 | N/A | N/A | N/A | N/A |
| Long trip - trips exceeding 60 minutes / 30 km (quoting required) | per one-way trip | Price varies per trip. Costs will be individually quoted and agreed with client before service delivery. | | | | |
| **Short trip is based on a minimum 30-minute allocation, recognising that many clients require additional assistance to safely access and exit vehicles and reach their destination.* | | | | | | |
| *Indirect transport services* | | Monday-Friday 8:00am-6:00pm | - | - | - | - |
| Indirect transport | per one-way trip | CabCharges available up to the value of $50 per approved trip. If trip is expected to exceed $50, extra costs will be discussed and agreed with client before service delivery. | | | | |

## 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 | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| | | Monday-Friday 8:30am-4:30pm | - | - | - | - |
| Assistive technology prescription and wraparound services - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Assistive technology administration costs | 10% of the purchase cost (up to a maximum of $500) | | | | | |
| Home modifications prescription and wraparound services - in-home | 1 hour | $265 | N/A | N/A | N/A | N/A |
| Home modifications coordination cost | 15% of the project cost (up to a maximum of $1,500) | | | | | |

## 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 | Unit | Standard Hours | Non-standard Hours | Saturday | Sunday | Public Holiday |
|---|---|---|---|---|---|---|
| | | Monday-Friday 8:30am-4:30pm | - | - | - | - |
| Care management | 1 hour | $150 | N/A | N/A | N/A | N/A |

# 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.

## Associated Providers
Where services are provided by an Approved Associated Provider, the pricing outlined in this price list may be subject to change. Any variations will be discussed with you and confirmed before services commence. Please note that only approved Associated Providers are authorised to deliver these services.

## 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 and 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.

## Home Maintenance & Repairs Expenses
Costs vary depending on item. Costs will be quoted and added to your budget. The service is claimed at a per item level.

## 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. Cab Charge vouchers are available up to $50 per approved trip. Your usual contribution applies. If your trip is expected to cost more than $50, we will discuss the extra costs with you before issuing the vouchers.

Helping Hand

**If you have any questions please contact us on** 1300 444 663 or homecare@helpinghand.org.au