

Support at Home

Aged Care Program



Local people. Local care. Lasting support.

Proudly supporting West Australians since 2006

Effective from 1 November 2025

A division of Platinum Healthcare Group Pty Ltd

Providing ***Assistance for Life*** – one person, one family, at a time!

Supporting You to Live Safely and Comfortably at Home

Since 2006, Platinum Healthcare has been helping older Australians live safely, confidently, and independently in the comfort of their own homes. Locally owned and operated in Perth, we're a boutique care provider that believes genuine care is personal — not transactional.

As a registered Support at Home provider, we deliver compassionate, client-centred care through a team of experienced professionals who live by our HEART Values:

Holistic: Caring for the whole person — body, mind, and spirit.

Empathy: Understanding deeply and responding with compassion.

Accountability: Taking ownership and delivering with integrity.

Respect: Valuing every individual's dignity and uniqueness.

Teamwork: It takes a team to care well — and we do it together

These values guide everything we do — because we know that *little things can make a big difference*.

At Platinum Healthcare, our mission is to provide *Assistance for Life* that enhances lives — one person, one family at a time.

Our vision is simple: the highest quality of life for everyone.

How the Support at Home Program Works

Support at Home is the new aged care program funded by the Australian Government, starting 1 November 2025. It replaces existing home care programs and offers more flexibility and choice.

Depending on your needs, your care plan may include clinical, independence, and everyday living supports. Your services are delivered by qualified professionals, with pricing aligned to the national schedule.

Our *Care Partners* help you navigate your plan, choose your services, and make the most of your budget.

The three service categories are:

Clinical Supports: Specialist health services such as nursing care, allied health, and restorative therapy.

Independence Supports: Personal care, social engagement, respite, and community participation.

Everyday Living Supports: Domestic assistance, meals, gardening, and home maintenance.

Some of the ways we can help you



Clinical Supports

Our qualified nurses and allied health professionals provide expert, compassionate care that supports your health, wellbeing, and recovery – in your own home, or in our clinic.

Included in this category:

- Registered and Enrolled Nurse services
- Allied health (physiotherapy, occupational therapy, podiatry, etc.)
- Restorative and care management services
- Nursing consumables and clinical coordination

All clinical staff are fully qualified and compliant with Support at Home standards.

Client Contributions: 0% for all Clinical Supports

Pricing Schedule	Unit/Length	Delivered by	Weekday 6am-6pm	Weekday Evening	Saturday All hours	Sunday All hours	Public Holiday
General Nursing: ¹	15 min	Platinum Staff	\$127.00	\$155.00	\$165.00	\$182.00	\$220.00
General Nursing: ¹	30 min	Platinum Staff	\$150.00	\$171.00	\$190.00	\$215.00	\$269.00
General Nursing: ¹	45 min	Platinum Staff	\$170.00	\$195.00	\$215.00	\$245.00	\$315.00
General Nursing (per hour): ¹	≥ 1 hr	Platinum Staff	\$190.00	\$215.00	\$240.00	\$275.00	\$350.00
Physiotherapy – Standard	30 min	Ass. Providers ²	\$150.00	-	-	-	-
Physiotherapy – Extended	60 min	Ass. Providers ²	\$207.00	-	-	-	-
Physiotherapy – Initial	60 min	Ass. Providers ²	\$220.00	-	-	-	-
Occupational Therapy	p/h	Ass. Providers ²	\$220.00	-	-	-	-
Occupational Therapy - Initial	p/h	Ass. Providers ²	\$235.00	-	-	-	-
Podiatry - Standard	30 min	Ass. Providers ²	\$150.00	-	-	-	-
Podiatry – Extended	60 min	Ass. Providers ²	\$207.00	-	-	-	-
Podiatry – Initial	60 min	Ass. Providers ²	\$220.00	-	-	-	-
Exercise Physiology - Standard	30 min	Ass. Providers ²	\$135.00	-	-	-	-
Exercise Physiology – Extended	60 min	Ass. Providers ²	\$190.00	-	-	-	-
Exercise Physiology - Initial	60 min	Ass. Providers ²	\$200.00	-	-	-	-
Other Allied Health Services	-	Ass. Providers ²	Quote will be provided based on your needs.				
Care Management	p/h	Platinum Staff	\$150.00	-	-	-	-
Restorative Care Management	p/h	Platinum Staff	\$207.00	-	-	-	-

¹ Includes the cost of clinician travel and basic consumables

² Services delivered by approved *Associated Providers* as per the Aged Care Act 2024.

Independence Supports

Staying independent means being supported to do the things that matter to you — safely, confidently, and with dignity.

Included in this category:

- Personal care (showering, dressing, grooming)
- Social support and companionship
- Accompanied community activities
- Therapeutic Services
- Respite care and short-term support
- Transport Services
- Assistive Technology and Home Modifications

We'll help you stay connected with your community.

Client Contributions: 5% to 50% for all Independence Supports according to your Services Australia assessment.

Pricing Schedule	Unit/ Length	Delivered by	Weekday 6am-8pm	Weekday Evening	Saturday All hours	Sunday All hours	Public Holiday
Personal Care, Social Support, Respite – p/h ⁴	≥ 2 hrs ⁵	Platinum Staff	\$115.00	\$130.00	\$150.00	\$175.00	\$220.00
	< 2 hrs	Platinum Staff	\$125.00	\$146.00	\$169.00	\$196.00	\$237.00
Overnight Supports	-	Platinum Staff	Ask your Care Partner for a quote.				
Social Activities/Outings (Group)	Varies	Platinum Staff	Quote will be provided based on the activity.				
Group Exercise Class	60 min	Platinum Staff	\$47.00	67.00	-	-	-
Accompanied Activities (incl. up to 10 km travel) p/h	≥ 2 hrs	Platinum Staff	\$127.70	\$140.00	\$160.00	\$190.00	\$230.00
	< 2 hrs	Platinum Staff	\$137.70	\$157.70	\$180.00	\$207.70	\$250.00
Accompanied Activities (incl. up to 20 km travel) p/h	≥ 2 hrs	Platinum Staff	\$140.00	\$150.00	\$170.00	\$197.7	\$240.00
	< 2 hrs	Platinum Staff	\$150.00	\$172.00	\$195.00	\$221.00	\$265.00
Accompanied Activities (incl. up to 30 km travel) p/h	≥ 2 hrs	Platinum Staff	\$145.00	\$155.00	\$177.70	\$207.00	\$250.00
	< 2 hrs	Platinum Staff	\$165.00	\$187.00	\$210.00	\$237.00	\$280.00
Accompanied Activities (incl. up to 40 km travel) p/h	≥ 2 hrs	Platinum Staff	\$155.00	\$170.00	\$187.70	\$212.00	260.00
	< 2 hrs	Platinum Staff	\$180.00	\$200.00	\$225.00	\$251.00	\$295.00
Accompanied Activities (more than 40 km travel) p/h	p/h	Platinum Staff	Quote will be provided based on your needs.				
Accompanied Activities Wheelchair Accessible Van	p/h	Platinum Staff	Quote will be provided based on your needs.				
Transport - Indirect	-	Quote will be provided based on your needs					
Remedial Massage	60 min	Ass. Providers ³	\$150.00	Other treatments available, ask for quote.			

³ Services delivered by approved *Associated Providers* as per the Aged Care Act 2024.

⁴ Where service excludes transport.

⁵ All discounted rates (≥ 2 hrs) apply when total service time in a single service is 2 or more hours.

Everyday Living Supports

It's the little things that make home life easier. From cleaning and laundry to gardening and meal preparation, we'll help you maintain a safe and comfortable environment.

Included in this category:

- Cleaning, laundry, and shopping
- Meal preparation and delivery
- Gardening, repairs, and maintenance

Flexible support that fits your lifestyle — just the help you need, when you need it.

Client Contributions: 17.5% to 80% for all Independence Supports according to your Services Australia assessment.

Pricing Schedule	Unit/ Length	Delivered by	Weekday 6am-8pm	Weekday Evening	Saturday All hours	Sunday All hours	Public Holiday
Domestic Assistance - p/h (Incl Cleaning, Laundry)	≥ 2 hrs ⁶	Platinum Staff	\$115.00	\$130.00	\$150.00	\$175.00	\$220.00
Domestic Assistance – p/h (Incl Cleaning, Laundry)	< 2 hrs	Platinum Staff	\$125.00	\$146.00	\$169.00	\$196.00	\$237.00
Domestic Assistance - p/h Shopping	Shopping support is charged at our Accompanied Activities rate						
Gardening	Varies	Ass. Providers ⁷	From \$110.00 p/h, specific quote will be provided.				
Gardening – Planning/scoping/review	Varies	Ass. Providers ⁷	From \$130.00 p/h, specific quote will be provided.				
Home maintenance & repairs	Varies	Ass. Providers ⁷	From \$120.00 p/h, specific quote will be provided.				
Home maintenance & repairs Report and Quote	Varies	Ass. Providers ⁷	From \$150.00 p/h, specific quote will be provided.				
Meals (charged per meal)	Meal	Ass. Providers ⁷	Meals arranged through one of our approved suppliers. Ask your Care Partner for a quote.				

^{6.} All discounted rates (≥ 2 hrs) apply when total service time in a single service is 2 or more hours.

^{7.} Services delivered by approved *Associated Providers* as per the Aged Care Act 2024.

Client-Purchased Products and Reimbursements

If you wish to purchase certain consumables, equipment, or products yourself and obtain reimbursement, Platinum Healthcare must provide prior written approval. Approval can only be given where the requested purchases:

- are in line with the *Support at Home* program rules,
- are directly related to your approved Support Plan, and
- will be recorded on a valid tax invoice or receipt.

A 10% administration surcharge will be applied to invoices for services delivered by non-Platinum Healthcare providers. This fee covers the additional costs of processing payments, coordination, and compliance activities required under the Support at Home rules.

Transparent and Fair Pricing

Under the Support at Home program, the Government funds the majority of your services. Depending on your circumstances, you may be asked to contribute a portion of the cost. Your contribution is determined by Services Australia and depends on your income and assets.

- Clinical Supports (0%)
- Independence (5–50%)
- Everyday Living (17.5–80%)

We'll explain all fees clearly before services begin — no hidden costs or surprises.

Additional Notes:

1. Client Contributions: You may be required to contribute to the cost of your services based on your income and means assessment undertaken by Services Australia.
2. This Pricing Schedule must be interpreted together with your Support at Home Service Agreement.
3. All prices listed are exclusive of GST, and are billed in 15-minute increments.
4. Supports cancelled with less than 2 full business days' notice will be charged the full cost of the booked service.
5. Additional services may be available. Talk to your Care Partner about your needs and to obtain prices.
6. Clients must be present at home during service delivery unless otherwise stated in their care plan.
7. "Associated Providers" – are providers that we have a formal arrangement with to deliver services and supports.
8. We review our prices twice a year to ensure they remain fair and in line with program updates, changes in operating costs, and CPI adjustments.

Ready to Get Started?

Talk to our friendly team to create your personalised Support at Home plan

