



Support at Home

Pricing Schedule



At Southern Cross Care, we understand that your home is where your heart is, where your memories are, and where you feel independent, safe and comfortable.

We also understand that to maintain your independence and to stay at home for as long as possible, you may benefit from a little support. That is why we offer quality Support at Home services to help you to be Better for life.

Personal Care, Domestic Assistance, Social Support and Community Engagement

Home Care Assistant	Weekday (7am-5pm)	Weekday (5pm-7am)	Saturday	Sunday	Public Holiday
15 minutes*	\$45.00	\$50.00	\$65.00	\$76.00	\$106.00
30 minutes	\$63.00	\$70.00	\$90.00	\$104.00	\$145.00
60 minutes	\$108.00	\$119.00	\$154.00	\$177.00	\$245.00
Above 60 minutes - 15 minute increments	\$27.00	\$29.75	\$38.50	\$44.25	\$61.25

*15 minute services are non-standard and provided only in special circumstances by mutual agreement.

Light Gardening and Home Maintenance

Light gardening includes essentials such as lawn mowing, minor pruning and clearing for safe access. Light garden waste removal is included. Heavy duty work and decorative gardening such as landscaping, tree removal, heavy green waste removal, water feature maintenance and planting decorative beds are excluded.

Home maintenance includes activities such as window cleaning, gutter cleaning and minor home repairs such as replacing lightbulbs and broken door handles. Item costs such as lightbulbs, appliances, furniture, and professional work by qualified trades people such as plumbers, electricians and builders are excluded.

Services delivered by SCC Preferred Vendors	Weekday (7am-5pm)
Light Gardening (60 minutes)	\$120.00
Home Maintenance (60 minutes)	\$110.00

Nursing Care

Enrolled Nurse	Weekday (7am-5pm)	Weekday (5pm-7am)	Saturday	Sunday	Public Holiday
30 minutes	\$90.00	\$100.00	\$131.00	\$151.00	\$213.00
60 minutes	\$140.00	\$155.00	\$202.00	\$233.00	\$325.00
Above 60 minutes - 15 minute increments	\$35.00	\$38.75	\$50.50	\$58.25	\$81.25

Registered Nurse	Weekday (7am-5pm)	Weekday (5pm-7am)	Saturday	Sunday	Public Holiday
30 minutes	\$110.00	\$123.00	\$161.00	\$186.00	\$263.00
60 minutes	\$160.00	\$178.00	\$232.00	\$268.00	\$375.00
Above 60 minutes - 15 minute increments	\$40.00	\$44.50	\$58.00	\$67.00	\$93.75

Care Management

Care Management includes activities related to care planning, services management, monitoring, review and evaluation. Our Care Management services are nurse-led which means a clinical professional is always involved in your care. Care Management may be delivered directly (eg. someone having a conversation with you) or indirectly (e.g. staff completing an activity on your behalf).

Under the Support at Home funding model, a portion of the overall funding received by providers is allocated to cover the costs of delivering essential Care Management services. It is important to note that Care Management does not include circumstances where you may need a clinical assessment by a health professional (i.e. wound assessment). This is charged according to the hourly rate of the specific health professional involved in your care.

Care Management	Weekday (7am-5pm)
60 minutes	\$140.00
Above 60 minutes - 15 minute increments	\$35.00

Restorative Care Management	Weekday (7am-5pm)
60 minutes	\$150.00
Above 60 minutes - 15 minute increments	\$37.50

Health & Fitness

Allied Health Professional* i.e. Physiotherapist, Occupational Therapist, Exercise Physiologist, Dietician, Social Worker	Weekday (8.30am-4.30pm)
In Home - 60 mins	\$205.00
In Centre or Telehealth - 60 mins	\$185.00
In Home - 30 mins	\$140.00
In Centre or Telehealth - 30 mins	\$115.00
Group Classes - Allied Health Staff led - 60 mins (e.g. Hydrotherapy, Hand Therapy, Pilates)	\$40.00

*For Allied Health Professional services where a written assistive prescription or report is required (i.e. for home modifications / assistive technology), developing this written report is charged at the hourly rate.

Podiatry	Weekday (8.30am-4.30pm)
In Home - 60 mins	\$225.00
In Centre - 60 mins	\$205.00
In Home - 30 mins	\$160.00
In Centre - 30 mins	\$135.00

Therapeutic Supports* Fitness Instructor, Remedial Massage Therapist	Weekday (8.30am-4.30pm)
In Home - 60 mins	\$145.00
In Centre or Telehealth - 60 mins	\$135.00
In Home - 30 mins	\$100.00
In Centre or Telehealth - 30 mins	\$85.00
Group Classes - Fitness Instructor Led - 60 mins (e.g. Stronger Today, Circuit, Aqua Fitness)	\$20.00

*Please note the Support at Home program includes other therapeutic supports which Southern Cross Care does not commonly offer. If you would like to access these supports, please ask us and we will confirm a price with you.

Specialised Health Professionals

At times you may wish to see a nurse or allied health professional that has additional skills in a particular area, for example a Neurological Physiotherapist or a Continence Nurse Advisor. Pricing for these services are determined on a case-by-case basis. Please note a Coordination fee will apply, according to the fee set out in your agreement.

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Respite Services

Dementia Cottage Respite (Centre-based Respite)	Weekday
Full Day Respite	\$220.00
Overnight Respite	\$350.00

In-Home Respite (Flexible Respite)	Weekday (7am-5pm)	Weekday (5pm-7am)
30 minutes	\$63.00	\$70.00
60 minutes	\$108.00	\$119.00
Above 60 minutes - 15 minute increments	\$27.00	\$29.75

Meal Delivery Services

The total cost for meal delivery services depends on your choices. Prices vary based on the meals you choose from a provider's menu and differ between meal providers. This is why we don't have a fixed price for meal delivery services. When choosing a meal delivery service, we will help you understand the costs and your out of pocket expenses.

Only part of the cost of meal delivery services is covered by the Support at Home program. You will pay a portion of the price directly to the meal service provider, this is for the cost of ingredients. The cost of preparation and delivery will be covered by the Support at Home program and your 'Everyday Living' contribution percentage will apply. Southern Cross Care charges 10% of the Support at Home portion of the meal for administration costs (claiming the funding, invoicing you and paying the meal provider). We understand this is not simple. Here is an example:

Example Price of Meal: \$15.00	Support at Home	Pay Southern Cross Care	Pay Meal Provider
Ingredient Cost			\$4.50
Preparation and Delivery Cost	\$10.50		
Southern Cross Care Administration Cost	\$1.05		
Everyday Living Contribution (17.5%)		\$2.02	
Out of Pocket Expense			\$6.52

Home Modifications

For work requiring qualified tradespeople, pricing is determined on a case-by-case basis. Charges are processed through either a Price on Application system or require adhoc approval prior to commencement. Please note a Coordination fee will apply, according to the fee set out in your agreement.

Booking and Cancellations

Southern Cross Care requires 2 days notice for all cancellations. Cancellations made within 2 days of a booked service will be charged at 100% of the service price. If you are not present at the scheduled time of a booked service and have not provided us with 2 days notice of cancellation, you will be charged at 100% of the service price.

Service Availability

The availability of services provided by Southern Cross Care differs by region. In some regions, Southern Cross Care does not have the team members, Health & Fitness Centres or Dementia Respite Cottages to provide services for the listed prices. In these regions, our team will work with clients to identify alternative service providers and ensure that the service prices of these external service providers are explained and agreed to prior to booking.

More Information

For more information about our services or prices please call our friendly team on **1800 852 772**.

This pricing information is effective as of 8 December 2025.