

Support at Home - Residents Price List - AU

Issue 4, effective from 1 November 2025

Village		Apartment	
Residents Name		Date	
Residents Signature			

Clinical

Service	Expected Time (Minutes)	Rates based on Expected Time			
		Weekday	Saturday	Sunday	Public Hol
Registered Nurse					
- 15 min or less	15	40.00	40.00	40.00	40.00
Nursing - RN					
- 60 min ¹	60	160.00	239.00	279.00	399.00
- 30 min ²	30	120.00	180.00	209.00	299.00
Nursing (evening) ³	60	184.00	275.00	321.00	459.00
Nursing Assistant (Medications etc.)					
- 15 min or less (IA)	15	33.00	50.00	58.00	83.00
- 15 min or less (SA)	15	20.00	31.00	36.00	51.00

Independence

Service	Expected Time (Minutes)	Rates based on Expected Time			
		Weekday	Saturday	Sunday	Public Hol
Self-care³					
- 60 min ⁵	60	87.00	130.00	152.00	217.00
- 60 min (evening) ⁵	60	100.00	150.00	175.00	250.00
- 30 min ⁶	30	66.00	98.00	115.00	164.00
- 15 min or less (IA)	15	33.00	50.00	58.00	83.00
- 15 min or less (SA)	15	20.00	31.00	36.00	51.00
Transport (accompanied) ⁶	60	118.00	176.00	206.00	294.00
Transport (drop off or pick up) ⁶	60	90.00	135.00	158.00	225.00
In-home respite ⁵	60	87.00	130.00	152.00	217.00
In-home respite (evening) ⁵	60	100.00	150.00	175.00	250.00

¹ Minimum of 45-minute charge applies

² Minimum of 30-minute charge applies

³ Self-care includes assistance with

- activities of daily living,
- non-clinical continence management,
- and non-clinical self-administration of medication

Everyday Living

Service	Expected Time (Minutes)	Rates based on Expected Time			
		Weekday	Saturday	Sunday	Public Hol
Bed making	15	8.00	8.00	8.00	8.00
Linen service ⁴	30	39.00			
Personal laundry ⁴	30	39.00			
Towel change / rubbish removal	15	10.00	10.00	10.00	10.00
Cleaning / household tasks					
- 60 min ⁵	60	85.00	127.00	149.00	212.00
- 30 min ⁶	30	64.00	96.00	112.00	160.00
Breakfast meal (in-room)	Meal	23.00	23.00	23.00	23.00
Midday Meal	Meal	24.00	24.00	24.00	24.00
Evening meal	Meal	16.00	16.00	16.00	16.00
Meal Delivery Fee	Meal	7.00	7.00	7.00	7.00
Handyman Service ⁴ (Labour Only)	30	35.80			

Additional Notes

All prices include GST where appropriate.

Standard hours:

- Clinical Services: 8am–6pm
- Independent Living Services: 6am-6pm
- Handyman: 10am–3pm

Services exceeding time limits are billed in 15-minute increments.

24-hour notice is required to cancel services without charge.

⁴ Only available weekdays, not available on Public Holidays

⁵ Minimum of 45-minute charge applies

⁶ Minimum of 30-minute charge applies