

# Support at Home Price List



NSW, VIC, QLD, ACT, TAS, SA – 1 November 2025

For over 130 years, Silverchain has been trusted to provide generations of Australians with the Best Care at home.

## About Support at Home prices

The Support at Home program introduced by the Australian Government is scheduled to commence from 1 November 2025, and will continue to evolve over time. We are here to support you through these changes.

## Our service prices

Our service prices are current as at the date of publication, and effective from the commencement date of the program. These prices may be subject to change as further guidance and information is provided by the Government, and we will keep you informed.

To expand on the large range of services we provide, we can also partner with third parties for services such as Gardening. If you would like a service not listed on our price list, talk to us and we can arrange the service for you.

Prices are exclusive of GST and listed per unit of time as set out below. Service visits that go over one hour will be charged in 15-minute increments calculated at the hourly rate.

Depending on your individual needs, we may need to charge a price that is different to our price list. In this case, we will discuss this with you and agree a price in writing.

We are one of Australia's few not for profit in home care specialists, who provide a large range of services, from a little help at home to more complex health care.

# Support at Home Price List

1 November 2025

## Clinical supports

Specialised services tailored to your abilities and designed to improve your health and wellbeing, so you can live well at home. Our clinical services are provided by our appropriately qualified or accredited health care professionals.

| Service type                                 | Services                               | Unit   | Standard hours Weekdays 6am to 6pm  | Non-standard hours Weeknights 6pm to 6am | Saturday | Sunday   | Public holiday |
|--|--|--|---|--|----------|----------|----------------|
| Nursing Care                                 | Registered Nurse                       | 30 Mins  | \$154.00  | \$181.00                                 | \$193.00 | \$212.00 | \$270.00       |
|  |  | 45 Mins  | \$193.00  | \$227.00                                 | \$241.00 | \$266.00 | \$338.00       |
|  |  | 1 Hour   | \$220.00  | \$259.00                                 | \$275.00 | \$303.00 | \$386.00       |
|  | Enrolled Nurse                         | 30 Mins  | \$104.00  | \$122.00                                 | \$130.00 | \$143.00 | \$182.00       |
|  |  | 45 Mins  | \$131.00  | \$154.00                                 | \$164.00 | \$180.00 | \$230.00       |
|  |  | 1 Hour   | \$149.00  | \$176.00                                 | \$187.00 | \$205.00 | \$261.00       |
|  | Nursing care consumables               | Everyday nursing consumables are included. Specialised nursing products that are specific to you will be purchased and added to your budget. |   |  |          |          |                |
| Allied Health and other therapeutic services | Physiotherapy and Occupational Therapy | 45 Mins  | \$243.00  | \$286.00                                 | \$304.00 | \$334.00 | \$426.00       |
|  |  | 1 Hour   | \$255.00  | \$300.00                                 | \$319.00 | \$351.00 | \$447.00       |
|  | Allied Health therapy assistant        | 45 Mins  | \$180.00  | \$212.00                                 | \$225.00 | \$248.00 | \$315.00       |
|  |  | 1 Hour   | \$188.00  | \$221.00                                 | \$235.00 | \$259.00 | \$330.00       |
|  |  | All other Allied Health and other therapeutic services   | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |  |          |          |                |

## Independence supports

Services to help you manage your daily activities and live safely and independently.

| Service type  | Services   | Unit    | Standard hours Weekdays 6am to 6pm | Non-standard hours Weeknights 6pm to 6am | Saturday | Sunday   | Public holiday |
|---------------|--|---------|------------------------------------|--|----------|----------|----------------|
| Personal Care | Assistance with self-care activities, self-administered medication, continence management (non-clinical) | 45 Mins | \$116.00                           | \$136.00                                 | \$145.00 | \$174.00 | \$203.00       |
|               |  | 1 Hour  | \$127.00                           | \$149.00                                 | \$159.00 | \$191.00 | \$223.00       |

# Support at Home Price List

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Independence supports, continued

|   |  |   |          |                                       |          |          |          |
|---|--|---|----------|---------------------------------------|----------|----------|----------|
| <b>Social support and community engagement</b>  | Group social support   | 1 Hour  | \$56.00  | Available only during standard hours. |          |          |          |
|   | Individual social support  | 1 Hour  | \$133.00 | \$156.00                              | \$167.00 | \$200.00 | \$234.00 |
|   | Other social support and community engagement  | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |          |                                       |          |          |          |
| <b>Therapeutic services for everyday living</b> | All services   | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |          |                                       |          |          |          |
| <b>Respite Support</b>                          | Respite care   | 1 Hour  | \$127.00 | \$149.00                              | \$159.00 | \$191.00 | \$223.00 |
| <b>Transport</b>                                | Direct transport (driver and car provided)<br>Indirect transport (taxi and rideshare service vouchers) | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |          |                                       |          |          |          |

## Everyday living supports

Support to assist keeping homes in a liveable state to enable independent living.

| Service type                        | Services                               | Unit  | Standard hours<br>Weekdays<br>6am to 6pm | Non-standard hours<br>Weeknights<br>6pm to 6am | Saturday | Sunday   | Public holiday |
|-------------------------------------|--|---|--|--|----------|----------|----------------|
| <b>Domestic Assistance</b>          | General house cleaning                 | 1 Hour  | \$115.00                                 | \$135.00                                       | \$144.00 | \$173.00 | \$202.00       |
|                                     | Laundry services                       |   |  |  |          |          |                |
|                                     | Shopping assistance                    |   |  |  |          |          |                |
| <b>Meals</b>                        | Meal Preparation                       | 1 Hour  | \$127.00                                 | \$149.00                                       | \$159.00 | \$191.00 | \$223.00       |
|                                     | Meal delivery                          | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |  |  |          |          |                |
| <b>Home maintenance and repairs</b> | Garden Maintenance<br>Home Maintenance | We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget. |  |  |          |          |                |

# Support at Home Price List

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## Care Management fees

With Silverchain, you will have a dedicated and experienced Care Partner to help you, and be your key point of contact. Care management applies to all participants in the Support at Home program.

To pay for this service, Services Australia deducts 10% of your quarterly Support at Home budget. Silverchain will access this funding from Services Australia through providing evidence of the Care Management hours that we deliver for our clients. For the purposes of recovering this funding, Silverchain applies the following Care Management fees. There will be no out of pocket costs or co-contributions charged to you as our client for this service.

Our Care Management fees are set out below. Fees will be charged in 15-minute increments, with a minimum in home service duration of one hour.

|                            |              |  |              |
|----------------------------|--------------|--|--------------|
| <b>Care Management fee</b> | \$175.00 p/h | <b>Restorative Care Management fee</b> | \$265.00 p/h |
|----------------------------|--------------|--|--------------|

## Co-contributions

The Support at Home Program provides for clients to contribute to the cost of care that they receive. Clients may be required to pay a co-contribution rate towards the price of the services received that is set by the Government and determined by Services Australia. The current co-contribution levels set by the Government are below.

| Co-contributions  | Clinical care | Independence                                      | Everyday living                                      |
|---|---------------|---|--|
| <b>Full pensioner</b>   | 0%            | 5%  | 17.5%  |
| <b>Part pensioner and Commonwealth seniors health card eligible</b> | 0%            | Between 5% and 50% depending on income and assets | Between 17.5% and 80% depending on income and assets |
| <b>Self-funded retiree</b>  | 0%            | 50%   | 80%  |

## Placing your service/s on hold

In most cases we can put your services on hold for a period, if your circumstances change such as a hospital stay, holiday, or respite care. Please discuss any plans to pause your services with our care team so we can reorganise your care, and ensure that you provide at least 48 hours' notice to avoid being charged for any scheduled services.

## Additional services

If you require services in excess of your approved funding allocation, such services may be purchased from us at the prices outlined above.

## Our service cancellation policy

We understand plans change. You will not be charged if you cancel a scheduled service with at least 48 hours' notice. If you cancel with less than 48 hours' notice, you will be required to pay the amount of your co-contribution for the scheduled service. For more information, refer to the Cancellation Policy on our website.



For more information, please contact us during business hours on **1300 650 803**, or visit our website [silverchain.org.au](https://silverchain.org.au)

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