



# Services and Pricing - Support at Home

The Salvation Army has been caring for Australians since 1880. As part of this legacy, Salvos Home Care (“SHC”) offers a range of services to help older Australians live independently in their own homes and stay connected to their communities. Here’s a guide to our Support at Home services and pricing, effective 1 November 2025.

## Clinical

Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.

Service Type	Services	Pricing Unit <sup>a</sup>	Mon-Fri 6am-6pm	Mon-Fri 6pm-6am	Saturday	Sunday	Public Holiday
Nursing care	Registered nurse	Per 30 mins	\$144.00	\$162.00	\$216.00	\$252.00	\$288.00
		Per hour	\$180.00	\$202.50	\$270.00	\$315.00	\$360.00
	Enrolled nurse	Per 30 mins	\$116.00	\$130.50	\$174.00	\$203.00	\$232.00
		Per hour	\$145.00	\$163.13	\$217.50	\$253.75	\$290.00
	Nursing care consumables	Per item	Continence aids, prescribed skin emollients, oxygen consumables and others				
Care management	Home support care management	Per hour	\$149.00				
Nutrition	Prescribed oral or enteral nutrition	Per item	Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment				

Service Type	Services	Pricing Unit <sup>a</sup>	Indirect <sup>b</sup>		Direct <sup>b</sup>	
Allied health and other therapeutic services (9am-5pm) - In-home	Allied health assistance	Per hour	\$132.00		\$165.00	
	Counselling or psychotherapy	Per hour	\$172.00		\$215.00	
	Diet or nutrition	Per hour	\$172.00		\$215.00	
	Exercise physiology	Per hour	\$168.00		\$215.00	
	Music therapy	Per hour	\$156.00		\$195.00	
	Occupational therapy	Per hour	\$172.00		\$215.00	
	Physiotherapy	Per hour	\$172.00		\$215.00	
	Podiatry	Per hour	\$166.40		\$208.00	
	Psychology	Per hour	\$196.00		\$245.00	
	Social work	Per hour	\$184.00		\$230.00	
Allied health and other therapeutic services (9am-5pm) - In-clinic or Telehealth	Allied health assistance - 1:1	Per hour	\$132.00		\$132.00	
	Allied health assistance - Group	Per hour	\$132.00		\$70.00	
	Counselling or psychotherapy	Per hour	\$172.00		\$172.00	
	Diet or nutrition	Per hour	\$172.00		\$172.00	
	Exercise physiology - 1:1	Per hour	\$168.00		\$168.00	
	Exercise physiology - Group	Per hour	\$168.00		\$80.00	
	Physiotherapy - 1:1	Per hour	\$172.00		\$172.00	
	Physiotherapy - Group	Per hour	\$166.40		\$90.00	
	Podiatry	Per hour	\$166.40		\$166.40	
	Psychology	Per hour	\$196.00		\$196.00	
Speech pathology	Per hour	\$184.00		\$184.00		

## Independence

Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.

Service Type	Services	Pricing Unit <sup>a</sup>	Mon-Fri 6am-6pm	Mon-Fri 6pm-6am	Saturday	Sunday	Public Holiday	
Personal care	Assistance with self-care and activities of daily living	Per 30 mins	\$88.00	\$99.00	\$132.00	\$154.00	\$176.00	
	Assistance with self-care and activities of daily living	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Assistance with the self-administration of medication	Per 30 mins	\$73.70	\$82.91	\$110.55	\$128.98	\$147.40	
	Continence management (non-clinical)	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
Social support and community engagement	Group social support	Per hour	\$30.00	\$33.75	\$45.00	\$52.50	\$60.00	
	Individual social support	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Accompanied activities (include travel)	Per hour	\$120.00	\$135.00	\$180.00	\$210.00	\$240.00	
	Cultural support	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Digital education and support	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Assistance to maintain personal affairs	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Expenses to maintain personal affairs	Per item	Internet/phone bills where client is at risk of, or is homeless					
Respite	Flexible respite (in-home)	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00	
	Community and centre-based respite	Per hour	\$120.00	\$135.00	\$180.00	\$210.00	\$240.00	
Transport <sup>c</sup>	Direct transport (≤10km) – one way	Per trip	\$15.00	\$16.88	\$22.50	\$26.25	\$30.00	
	Direct transport (<20km) – one way	Per trip	\$25.00	\$28.13	\$37.50	\$43.75	\$50.00	
	Direct transport (21-50km) – one way	Per trip	\$75.00	\$84.38	\$112.50	\$131.25	\$150.00	
	Direct transport (51-100km) – one way	Per trip	\$130.00	\$146.25	\$195.00	\$227.50	\$260.00	
	Direct transport (>100km) – one way	Per trip	\$130.00 plus \$1.55 per additional km					
	Indirect transport	Per item	Taxi, Rideshare and other transport voucher					
Assistive technology and home modifications (AT&HM) <sup>d</sup>	Assistive technology and home modifications by the AT&HM Scheme list, including wrap-around services, maintenance, and repair.	At cost	At cost, noting prescription of items by allied health professionals will be aligned to the allied health pricing on the service list					
Service Type	Services	Pricing Unit <sup>a</sup>	Indirect <sup>b</sup>		Direct <sup>b</sup>			
Therapeutic services for independent living - In-home	Remedial massage	Per hour	\$156.00		\$195.00			
	Osteopathy	Per hour	\$156.00		\$195.00			
	Acupuncture	Per hour	\$156.00		\$195.00			
	Chiropractic	Per hour	\$156.00		\$195.00			
	Diversional therapy	Per hour	\$80.00		\$100.00			
	Art therapy	Per hour	\$156.00		\$195.00			
Therapeutic services for independent living - In Clinic or Telehealth	Remedial massage	Per hour	\$156.00		\$156.00			
	Osteopathy	Per hour	\$156.00		\$156.00			
	Acupuncture	Per hour	\$156.00		\$156.00			
	Chiropractic	Per hour	\$156.00		\$156.00			

## Everyday living

Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.

Service Type	Services	Pricing Unit	Mon-Fri 6am-6pm	Mon-Fri 6pm-6am	Saturday	Sunday	Public Holiday
Domestic assistance	General house cleaning	Per hour	\$99.00	\$111.38	\$148.50	\$173.25	\$198.00
	Laundry services	Per hour	\$99.00	\$111.38	\$148.50	\$173.25	\$198.00
	Shopping assistance (include travel)	Per hour	\$120.00	\$135.00	\$180.00	\$210.00	\$240.00
Home maintenance and repairs (M&R) <sup>e</sup>	Gardening	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00
	Assistance with home M&R	Per hour	\$110.00	\$123.75	\$165.00	\$192.50	\$220.00
	Expenses for home M&R	At cost	At cost including coordination, delivery/transport and installation				
Meals	Meal preparation (at participant's home using participant's ingredients)	Per hour	\$108.75	\$122.34	\$163.13	\$190.31	\$217.50
	Meal delivery (pre-made meal) <sup>f</sup>	Per meal	At cost for preparation and delivery of pre-made meals only				

### Note:

This price list outlines the types of services that are offered by Salvos Home Care (SHC) under the Support at Home Program. Prices are subject to change. Details of what services can be funded under the Commonwealth Support at Home Program can be found in the service list - <https://www.health.gov.au/resources/publications/support-at-home-service-list>

Services are provided by SHC qualified staff or approved associated providers under formal service agreements to ensure quality, consistency, and compliance with Support at Home guidelines.

The prices are for services delivered during standard business hours. Services delivered outside of standard business hours attract a penalty loading as shown.

Where you do not have sufficient government funds to pay for the Services you wish to receive as part of your Support Plan, you can pay for these excess Services out-of-your own pocket as Self-funded Services. The applicable fees are set out as per our current price list or as otherwise agreed.

**Cancellations made without at least two business days notice will be subject to the complete service charge.**

- a. The prices are expressed on a 'per unit basis' for each service in accordance with the Support at Home guidelines:
  - The unit price for the service is the price that is charged for each billable unit of service that is delivered
  - The billable unit is predominantly time based except for transport where the billable unit is 1 trip and for meal delivery, the billable unit is per meal delivered
  - For time-based services, the minimum service duration is 1 hour unless stated otherwise, with 15mins Incremental
- b. Allied health and other therapeutic services have separate unit prices for Indirect or Direct activities:
  - Indirect activities – coordination/case management, service planning, report writing and documentation.
  - Direct activities - face-to-face visits in the home, at the clinic or telehealth appointments
- c. Transport services relate directly to your assessed care needs and goals can be Included In your package. Transport support can include assisted travel with a care worker with car or just a travel voucher. The cost is additional to the specific scheduled services.
- d. For items on the Assistive Technology and Home Modifications Scheme List if require prescription by Allied Health professionals will be aligned to the Allied Health pricing on this price list.
- e. Home Maintenance & Repairs are essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., replace lightbulbs and repair broken door handles).
- f. To receive meal delivery under Support at Home program, the participant must be assessed by My Aged Care. The meals are pre-made and delivered meals by qualified providers to meet specific dietary requirements, monitoring the nutrition of older adults, and offering flexible delivery options to meet diverse needs and circumstances. Providers can then supply meals, with the cost of preparation and delivery typically covered by your package (~70%), while you pay for the food ingredients (~30%).

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