



# Support at Home

## Price List

Effective 1 November 2025

[www.serenecare.com.au](http://www.serenecare.com.au)

1300 773 174



As a participant in the Support at Home program, you have access to a defined list of services funded by the government. These services are grouped into three categories: **Clinical supports, Independence and Everyday living.**

Your eligibility for services depends on your assessed needs, outlined in your Notice of Decision and support plan. SereneCare can help you tailor services to these needs; however, the services you receive must always match your assessed care needs.

### Service Fees

SereneCare offers a range of services to support you in your home. We'll work with you to create a personalised Care Plan based on your goals, preferences, and budget. The price for each service reflects the total cost of delivering that service to you, including administration, compliance, and staff travel.

We may use trusted associated (third-party) providers to deliver some care services, ensuring high-quality, personalised care that meets your needs. All associated providers are thoroughly vetted and adhere to strict safety and quality standards, ensuring you receive consistent, compassionate care in the comfort of your own home.

Your Support at Home budget will be charged according to the service lists below.

#### Clinical Supports:

*Specialised services to help maintain or recover functional and cognitive skills, delivered or supervised by qualified health professionals trained in evidence-based practices to ensure safe, high-quality care.*

| Service Type                                 | Service                                     | Standard Monday to Friday (7am - 7pm) |         |         | Saturday (& outside standard hours) | Sunday | Public Holiday |
|--|---|---------------------------------------|---------|---------|-------------------------------------|--------|----------------|
|  |   | 30 mins                               | 45 mins | 60 mins | Minimum of 1 hour per service       |        |                |
| Nursing Care                                 | Registered nurse                            | \$130                                 | \$195   | \$230   | \$345                               | \$460  | \$575          |
|  | Enrolled nurse                              | \$95                                  | \$140   | \$165   | \$245                               | \$330  | \$410          |
|  | Nursing care consumables                    | Charged at cost (\$) + 10%            |         |         |                                     |        |                |
|  |   | 30 mins                               | 45 mins | 60 mins |                                     |        |                |
| Allied health and other therapeutic services | Allied health assistant                     |                                       | \$145   | \$170   |                                     |        |                |
|  | Dietitian or nutritionist *                 |                                       |         | \$300   |                                     |        |                |
|  | Exercise physiologist *                     |                                       | \$180   | \$210   |                                     |        |                |
|  | Occupational therapist *                    |                                       |         | \$305   |                                     |        |                |
|  | Physiotherapist *                           | \$145                                 | \$220   | \$255   |                                     |        |                |
|  | Podiatrist *                                | \$155                                 | \$230   | \$270   |                                     |        |                |
|  | Speech pathologist *                        | \$180                                 | \$270   | \$310   |                                     |        |                |
|  | Prescribed nutrition                        | Charged at cost (\$) + 10%            |         |         |                                     |        |                |
| Care Management                              | Home support care management (non-clinical) | \$150 per hour                        |         |         |                                     |        |                |
|  | Home support care management (clinical)     | \$170 per hour                        |         |         |                                     |        |                |
| Restorative care management                  | Home support restorative care management    | \$190 per hour                        |         |         |                                     |        |                |

## Independence:

Support is offered to assist with daily activities and help you regain skills for independent living.

| Service Type                                | Service  | Standard Monday to Friday (7am - 7pm)  |         | Saturday (& outside standard hours) | Sunday | Public Holiday |
|---|--|--|---------|-------------------------------------|--------|----------------|
|   |  | Per hour (unless stated)               |         | Minimum of 2 hours per service      |        |                |
| Personal Care                               | Assistance with self-care and activities of daily living | \$115                                  |         | \$170                               | \$230  | \$285          |
|   | Assistance with the self-administration of medication    | \$115                                  |         | \$170                               | \$230  | \$285          |
|   | Continence management (non-clinical)                     | \$115                                  |         | \$170                               | \$230  | \$285          |
| Social support and community engagement     | Group social support                                     | \$65                                   |         |                                     |        |                |
|   | Individual social support                                | \$125                                  |         | \$185                               | \$250  | \$310          |
|   | Accompanied activities                                   | \$125                                  |         | \$185                               | \$250  | \$310          |
|   | Digital education and support                            | \$115                                  |         | \$170                               | \$230  | \$285          |
| Respite                                     | Flexible respite   | \$125                                  |         | \$185                               | \$250  | \$310          |
|   | Community and centre based respite                       | \$40                                   |         | \$60                                | \$80   | \$100          |
|   |  | 45 mins                                | 60 mins |                                     |        |                |
| Therapeutic services for independent living | Diversional therapist *                                  |  | \$200   |                                     |        |                |
|   | Remedial massage *                                       | \$195                                  | \$225   |                                     |        |                |
|   | Osteopath *  | \$220                                  | \$255   |                                     |        |                |
| Transport                                   | Direct transport (driver and car provided)               | Charged per trip (one trip is one way) |         |                                     |        |                |
|   | 0 - 20km   | \$65                                   | \$95    | \$130                               | \$160  |                |
|   | 21 - 50km  | \$120                                  | \$180   | \$240                               | \$300  |                |
|   | >50km  | \$215                                  | \$320   | \$430                               | \$540  |                |
|   | Indirect transport (taxi or rideshare service)           | Charged per trip - at Cost (\$) + 10%  |         |                                     |        |                |

## Everyday living:

Support to help maintain a safe and comfortable home environment, so you can continue living independently.

| Service Type                | Service  | Standard Monday to Friday (7am - 7pm) |  | Saturday (& outside standard hours) | Sunday | Public Holiday |
|-----------------------------|--|---------------------------------------|--|-------------------------------------|--------|----------------|
|                             |  | 7am - 7pm                             |  | Minimum of 2 hours per service      |        |                |
| Domestic assistance         | General house cleaning   | \$110                                 |  | \$165                               |        |                |
|                             | Shopping assistance  | \$125                                 |  | \$185                               | \$250  | \$310          |
| Home maintenance and repair | Gardening  | \$120                                 |  | \$180                               |        |                |
|                             | Assistance with home maintenance and repairs (labour only)                 | \$120                                 |  | \$180                               |        |                |
|                             | Expenses for home maintenance and repairs                                  | Charged at Cost (\$) + 10%            |  |                                     |        |                |
| Meals                       | Meal preparation   | \$115                                 |  | \$170                               | \$230  | \$285          |
|                             | Meal delivery (Charged per meal delivered e.g. 7 meals is 7 units of cost) | \$20                                  |  |                                     |        |                |

## Assistive Technology and Home Modifications (AT-HM) Scheme:

The AT-HM scheme supports you to live at home and within your community with greater independence, safety, accessibility, and wellbeing. To access this scheme, you will need an aged care assessment to determine your eligibility. If approved, you'll receive upfront funding to access products, equipment, and home modifications based on your approved funding tier.

Please note: You must use services and supports from the AT-HM list that align with your assessed needs, as specified in your Notice of Decision and support plan. Also, you must exhaust all unspent funds before accessing the scheme.

The three funding tiers for assistive technology and home modifications are outlined below.

| Funding tier | Funding allocation cap | Funding period               |
|--------------|------------------------|------------------------------|
| Low          | \$500                  | 12 months                    |
| Medium       | \$2,000                | 12 months                    |
| High         | \$15,000               | 12 months (exceptions apply) |

The following service fees apply to AT-HM services/items:

| Service Type         | Cost of service/item plus administration charges   |
|----------------------|--|
| Home Modifications   | Co-ordination costs associated with home modifications: <ul style="list-style-type: none"><li>• 15% of the quoted costs or up to \$1500 (whichever is lower).</li></ul>          |
| Assistive Technology | Costs associated with the administration of assistive technology: <ul style="list-style-type: none"><li>• 10% of the quoted costs or up to \$500 (whichever is lower).</li></ul> |

## Additional services available:

Additional services are available under the Support at Home program. SereneCare does not currently provide these services directly; however, you may source associated providers to delivery the service if they meet our compliance requirements (e.g. police checks and insurance) and they are willing to enter into a service agreement. These services will be charged at cost plus 10% administration.

Additional services available are listed below:

| Service Category  | Service Type                                | Service                                 |
|-------------------|---|---|
| Clinical supports | Allied Health                               | Counsellor or psychotherapist           |
|                   |   | Music therapist                         |
|                   |   | Psychologist                            |
|                   |   | Social Worker                           |
| Independence      | Social support and community engagement     | Cultural support                        |
|                   |   | Assistance to maintain personal affairs |
|                   |   | Expenses to maintain personal affairs   |
|                   | Therapeutic services for independent living | Acupuncturist                           |
|                   |   | Chiropractor                            |
| Art Therapist     |   |   |
| Everyday living   | Domestic Assistance                         | Laundry services                        |

## Additional information:

- Prices are exclusive of GST for Support at Home participants.
- \* Allied health, other therapeutic services and nursing services incorporate direct and indirect activities. Indirect activities will be charged at 75% of the hourly rate.
- **A minimum of 2 business days' notice of cancellation is required, or the full service fee will be charged.**