

Support at Home Price List



Effective 1 November 2025. Prices are subject to change with 14 days' notice.

Clinical Supports

Nursing Care

Registered Nurse clinical care

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$180	\$195	\$240	\$265	\$355

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Enrolled Nurse clinical care

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$160	\$170	\$195	\$210	\$260

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Nursing Assistant clinical care

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$140	\$150	\$170	\$180	\$225

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Note: Nursing care consumables will be charged at cost plus 10% administration uplift

Care Management

Care Manager

Home support care management[^]

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$120	\$130	\$150	\$160	\$195

#The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

*Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

[^]Care Management billed in 15-minute increments with a minimum 15 minutes provided per month

Allied Health

Third-party Allied Health Providers – Indicative pricing

- Podiatry
- Social work
- Speech pathology
- Diet or nutrition
- Aboriginal or Torres Strait Islander Health Practitioner assistance
- Aboriginal or Torres Strait Islander Health Worker assistance
- Physiotherapy
- Exercise physiology
- Occupational therapy
- Counselling or psychotherapy
- Music therapy
- Nutrition supports

	Monday to Friday [#]				
	Standard Hours*	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate [^]	\$195	\$210	\$265	\$335	\$405

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Psychology

	Monday to Friday [#]				
	Standard Hours*	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate [^]	\$230	\$250	\$300	\$400	\$475

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Allied health assistance

	Monday to Friday [#]				
	Standard Hours*	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate [^]	\$140	\$150	\$170	\$180	\$225

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Allied Health Group Activities

Water based

	Monday to Friday [#]				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$60	\$65	\$75	\$80	\$95

* Allied Health Group Activities standard hours are 8am – 6pm

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

Independence

Personal Care

- Assistance with self-care and activities of daily living
- Assistance with the self-administration of medication
- Contenance management (non-clinical)

	Monday to Friday [#]				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate	\$110	\$120	\$145	\$160	\$210

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Social Support and Community Engagement

- Group and Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs

	Monday to Friday [#]				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate	\$110	\$120	\$145	\$160	\$210

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

^ Expenses to maintain personal affairs will be charged a cost plus 10% uplift

Therapeutic Services for Independent Living

- Acupuncture, Chiropractic, Diversional therapy, Remedial massage, Art therapy, Osteopathy

	Monday to Friday [#]				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate [^]	\$150	\$160	\$180	\$190	\$240

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Respite

Respite care

	Monday to Friday [#]				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly rate	\$110	\$120	\$145	\$160	\$210

Independence continued

Transport

Direct transport (driver and car provided)

	Monday to Friday [#]				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly Rate	\$125	\$135	\$160	\$175	\$225

The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Indirect transport (taxi or rideshare service vouchers) ^

	Monday to Friday				
	Standard Hours [*]	After Hours	Saturday [#]	Sunday [#]	Public Holiday [#]
Hourly Rate	\$125	\$135	\$160	\$175	\$225

* Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

^ Indirect transport charges will be calculated as the trip cost plus an administration uplift of 10%

Assistive Technology and Home Modification

Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list below, including wrap-around services, maintenance, and repair.

 **Assistive Technology**

Mobility aids: Walkers, wheelchairs, mobility scooters

Communication devices: Hearing aids, video call systems, smart speakers

Daily living supports: Medication dispensers, adaptive utensils, dressing aids

Safety tools: Personal alarms, fall detectors, door sensors

Health monitoring: Blood pressure monitors, wearable trackers, telehealth platforms

 **Home Modifications**

Structural changes: Stairlifts, grab rails, ramps

Environmental controls: Automated lighting, smart thermostats

Comfort and safety: Pressure-relieving mattresses, shower rails

 **Funding Tiers and Fees**

Funding is available in three tiers based on complexity and cost:

Tier	Assistive Technology	Home Modifications
Low	Under \$500	Under \$500
Medium	Up to \$2,000	Up to \$2,000
High	Up to \$15,000	Up to \$15,000
Fee	10% of the cost capped at \$500	15% of the cost capped at \$1,500

Everyday Living

Domestic Assistance

- General house cleaning
- Laundry services
- Shopping assistance

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$110	\$120	\$145	\$160	\$210

[#]The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

^{*} Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Home Maintenance and Repairs

- Gardening
- Assistance with home maintenance and repairs
- Expenses for home maintenance and repair

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$120	\$130	\$150	\$160	\$195

[#] The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

^{*} Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

Meals

Meal preparation

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Hourly rate	\$110	\$120	\$145	\$160	\$210

^{*}Meals standard hours are 7am - 7pm

[#]The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

Meal delivery [^]

	Monday to Friday [#]		Saturday [#]	Sunday [#]	Public Holiday [#]
	Standard Hours [*]	After Hours			
Per Meal	\$10	\$10	\$13	\$13	\$16

^{*} Standard hours are 6am-8pm, After Hours are 8pm-12am, Overnight hours are 12am-6am

[^] Delivery of meals will be provided with 70% of the price covered by the Support at Home Package (as per the table above), representing the cost of preparation and delivery. 30% of the total price will be paid by the client directly to the meal provider, representing the ingredients, which are not covered by the Support at Home Package

Price increases

- Prices will be subject to regular price increases having regard to the cost of delivering Services. Details of the manner in which Prices are indexed and adjusted are set out below and/or in our Current Price List
- Prices (including those in our Current Price List) will increase up to twice a financial year if we provide you with at least 14 days' notice of a change. If we notify you of a change, our Prices will increase by an amount up to the greater of 5%, and CPI (All Groups, Melbourne) and any increase in the average wages of personnel concerned with the provision of home care (casual and permanent) under an applicable award or industrial instrument since the last review of it there has been prior review, the Start Day. Please seek advice if required. Changes must accord with the Aged Care Act and Rules
- The notice period that applies to a price increase is at least 14 days

Minimum appointment times

- The minimum appointment time is one (1) hour on working days and two (2) hours on weekends and public holidays

Self-sourcing and managing third-party suppliers

- If you are sourcing your own third-party supplier of services, but still to be managed by Parkglen, we will let you know if we agree to engage the supplier and the price before we proceed.
- If you are sourcing, self-managing and submitting invoices for reimbursement for your own third-party supplier of goods and services, an overhead uplift of 10% will be applied to the third-party supplier's cost.
- When submitting receipts for reimbursements, they must be submitted within the relevant claim month

Cancellation Policy

- If you need to cancel a Service, please ring Parkglen on 1300 117 147
- The notice period for customer cancellations is 24 hours
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 24 hours' notice or the customer is not at home at the time scheduled
- Cancellation of third-party services will be in accordance with the relevant third-party supplier of those services

This information is correct at the time of printing and valid from 1 November 2025.

All prices exclude GST.

GST will be applied to customer funded services.