

# Support at Home Price List



NSW, VIC, QLD, ACT, TAS, SA – 1 July 2026

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

## About Support at Home prices

Our service prices cover the care and support you receive at home, tailored to your needs - from personal care and household help to nursing and allied health. They also support the skilled professionals who deliver your care, including their training and coordination.

A portion of your fees fund care planning, scheduling and regular reviews to keep your services aligned to your goals. Fees also contribute to travel, administration and customer support, ensuring everything runs smoothly, as well as selected equipment or supplies that help you stay safe and independent at home.

## Our service prices

Our service prices are current as at the date of publication. These prices may be subject to change.

To expand on the large range of services we provide, we sometimes partner with third parties for services such as Gardening. Also, 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 at the pro-rata 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 leading home care specialists, providing a large range of services - from a little help at home to supporting more complex health care needs.

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## 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
<b>Nursing Care</b>	Insulin Visit only	15 Mins	\$132.00	\$155.50	\$165.00	\$182.00	\$232.00
	General Nursing	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
Nursing care consumables	Everyday nursing consumables are included. Specialised nursing products that are specific to you will be purchased using your Support at Home budget.						
<b>Allied Health and other therapeutic services</b>	Occupational Therapy	30 Mins	\$189.00	\$222.00	\$236.50	\$260.00	\$330.50
		45 Mins	\$243.00	\$285.50	\$304.00	\$334.50	\$426.00
		1 Hour	\$269.50	\$316.50	\$337.00	\$370.50	\$472.00
	Physiotherapy	30 Mins	\$175.00	\$206.00	\$219.00	\$241.00	\$307.00
		45 Mins	\$225.00	\$265.00	\$281.00	\$310.00	\$394.00
		1 Hour	\$250.00	\$294.00	\$313.00	\$344.00	\$438.00
	Allied Health therapy assistant	30 Mins	\$139.50	\$164.00	\$174.50	\$192.50	\$244.00
		45 Mins	\$190.00	\$224.00	\$237.50	\$262.00	\$332.50
		1 Hour	\$198.50	\$233.50	\$248.00	\$273.50	\$348.50
	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.					

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## 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
<b>Personal Care</b>	Assistance with self-care activities, support with self-administered medication, continence management (non-clinical)	30 Mins <sup>1</sup>	\$94.00	\$111.00	\$118.50	\$141.50	\$166.00
		45 Mins	\$122.50	\$143.50	\$153.00	\$184.00	\$214.50
		1 Hour <sup>2</sup>	\$134.00	\$157.50	\$168.00	\$202.00	\$235.50
<b>Social support and community engagement</b>	Group social support	1 Hour	\$59.50	Available only during standard hours.			
	Individual social support	1 Hour	\$140.50	\$165.00	\$176.50	\$211.00	\$247.00
	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	\$134.00	\$157.50	\$168.00	\$202.00	\$235.50
<b>Transport</b>	Direct transport (driver and car provided)	Trip up to 30 mins	\$118.50	\$139.50	\$148.00	\$177.50	\$209.00
		Trip 31 – 45 mins	\$154.50	\$180.50	\$193.50	\$231.50	\$271.50
		Trip 46 – 60 mins	\$174.50	\$205.00	\$218.50	\$262.00	\$307.50
		Trip > 60 mins	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget.				
	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.					

<sup>1</sup> 30 minute visits are only for medication prompts, welfare checks and personal care supervision.

<sup>2</sup> For two clients in the same household having personal care services in the same visit, these services will be delivered and charged at minimum 30 minutes per recipient at the lower pro-rata hourly rate.

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## Everyday living supports

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

Service type	Services	Unit	Standard hours Weekdays 6am to 6pm	Non-standard hours Weeknights 6pm to 6am	Saturday	Sunday	Public holiday
<b>Domestic Assistance</b>	General house cleaning	1 Hour	\$121.50	\$142.50	\$152.00	\$183.00	\$213.50
	Laundry services Shopping assistance						
<b>Meals</b>	Meal Preparation	1 Hour	\$134.00	\$157.50	\$168.00	\$202.00	\$235.50
	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	We will provide you with a quote based on your circumstances. Once agreed with your Care Partner it will be added to your budget.					
	Home Maintenance						

## 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
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## Your co-contribution

The Support at Home program requires most clients to contribute to the cost of the care they receive, by paying co-contributions towards the price of the services they receive. These co-contributions are set by the Australian Government and determined by Services Australia. The current co-contribution levels set by the Government are below.

From 1 October 2026, if you receive Personal Care services through Support at Home, you won't need to make a co-contribution. From this date, the Australian Government will be fully funding Personal Care services that are essential to people's dignity and independence.

Co-contributions	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and Commonwealth seniors health card eligible	0%	Between 5% and 50% depending on income and assets	Between 17.5% and 80% depending on income and assets
Self-funded retiree	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 or reschedule a scheduled service with at least 48 hours' notice. If you cancel or reschedule with less than 48 hours' notice, you will be required to pay 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)