



Support at Home Price Guide 2026

This price guide provides transparent and easy-to-understand pricing for our Support at Home services. We are committed to providing a safe and optimum quality service which meets the needs of all our clients.

The rates in this Price Guide are charged to the client's budget. The budget is made up of the Australian Government subsidy and client contribution (if applicable).

If you have any questions, please contact:

Robert Aquino – Support At Home Care Partner
Email: home@residentialgardens.com.au
Phone: **0416 699 207** or **02 8887 5555**

Clinical Supports

Our dedicated team of **Registered Nurses** provides compassionate, expert care to support your health and wellbeing.

Our **services include wound care and management, medication support, continence care, palliative care, and general health assessments.**

Your **Care Partner** offers **Care Management services**, serving as your key contact for accessing and coordinating the support you need to live well. Funded through a 10% deduction from your budget, Care Management includes:

- ✓ Working with you to create and update your Care Plan.
- ✓ Managing your services to make sure you get the support you need.
- ✓ Regularly reviewing and monitoring your goals and progress.
- ✓ Offering extra guidance and education to enhance your home care experience.

If you are on a **Short-Term Pathway**, such as **Restorative Care or End-of-Life support, Restorative Care Management** helps you access and coordinate the services you need. This service is delivered by a clinician, rather than a Care Partner, to provide specialised care.

Service: Nursing Care	Price per Hour	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
	Standard Hours (Mon–Fri 8am–6pm)				
Registered Nurse	\$171.00	\$194.00	\$254.00	\$278.00	\$303.00
Nursing Assistant	\$108.00	\$108.00	\$125.00	\$165.00	\$200.00
ALLIED HEALTH & OTHER THERAPEUTIC SERVICES					
Allied Health Therapy Assistant	\$180.00				
Counsellor / Psychotherapist	\$280.00				
Dietitian / Nutritionist	\$260.00				
Exercise Physiologist	\$240.00				
Music Therapist	\$230.00				
Occupational Therapist	\$270.00				
Physiotherapist	\$270.00				
Podiatrist	\$100.00				
Psychologist	\$350.00				
Social Worker	\$260.00				
Speech Pathologist	\$260.00				
Care Management	\$130.00				
Restorative Care Management	\$108.00				

Independence

Our Support Workers can help with your personal care while maintaining your independence.

Self-care and activities of daily living include assistance with bathing, showering, toileting, dressing/undressing, getting in/out of bed, washing/drying hair and grooming.

Continence management (non-clinical) include assistance with getting in/out of toilet, toileting completion, change of continence aids, and other strategies to provide bowel and bladder care.

Our **Social Support and Community Engagement services** help you build connections, stay engaged, and live confidently in your community.

Service: Personal Care	Price per Hour Standard Hours (Mon–Fri 8am–6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Assistance with self-care and activities of daily living	\$108.00	\$108.00	\$108.00	\$108.00	\$108.00
Assistance with the self-medication of medication	\$125.00	\$125.00	\$125.00	\$125.00	\$125.00
Continence Management (Non-clinical)	\$165.00	\$165.00	\$165.00	\$165.00	\$165.00

Service: Social Support and Community Engagement	Price per Hour Standard Hours (Mon–Fri 8am–6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Group social support	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
Individual social support	\$130.00	\$130.00	\$130.00	\$130.00	\$130.00
Accompanied activities	\$170.00	\$170.00	\$170.00	\$170.00	\$170.00
Cultural support	\$185.00	\$185.00	\$185.00	\$185.00	\$185.00
Digital education and support	\$165.00				
Assistance to maintain personal affairs	\$110.00	\$130.00	\$170.00	\$185.00	\$205.00
Expenses to maintain personal affairs	Individually quoted				

Independence

Our **trusted and approved associate providers** offer therapeutic services that help you live independently and maintain your physical wellbeing.

Enjoy the freedom to go where you like with **our transport services**. Our friendly Support Workers can help you get to the shops, appointments, social outings, or safely home again.

Service: Therapeutic services for independent living	Price per Hour Standard Hours (Mon–Fri 8am– 6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Acupuncturist	\$180.00				
Chiropractor	\$180.00				
Diversional therapist	\$180.00				
Remedial masseuse	\$180.00				
Art therapist	\$230.00				
Osteopath	\$230.00				
Home Flexible Respite	\$110.00	\$130.00	\$165.00	\$180.00	\$200.00
Community/ Centre-based Respite	\$110.00	\$130.00	\$165.00	\$180.00	\$200.00

Service: Transportation	Price per Hour Standard Hours (Mon–Fri 8am– 6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Transport (less than 10 kms round trip)	\$126.00	\$161.00	\$218.00	\$255.00	\$255.00
Transport (from 10 kms to 19 kms round trip)	\$141.00	\$161.00	\$218.00	\$255.00	\$255.00
Transport (from 20 kms to 30 kms round trip)	\$158.00	\$161.00	\$218.00	\$255.00	\$255.00
Transport (from 30 kms to 50 kms round trip)	\$180.00	\$161.00	\$218.00	\$255.00	\$255.00
Transport (more than 50 kms round trip)	Individually quoted				

Everyday Living

Enjoy a cleaner, more comfortable home with support from our dedicated Support Workers, including **help with cleaning, laundry, and shopping**.

Focus on your wellbeing while we upgrade your **home** to better meet your needs, including installing showers, handrails, and other **modifications**. Additional support can include **garden maintenance**.

Maintain your health and wellbeing with a **nutritious and delicious diet**. Our Support Workers can assist in the kitchen, from chopping ingredients to preparing complete meals.

You can also enjoy **ready-to-eat meals** delivered directly to you.

Service: Domestic Assistance	Price per Hour Standard Hours (Mon–Fri 8am–6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
General house cleaning	\$108.00	\$125.00	\$165.00	\$180.00	\$200.00
Laundry services	\$108.00	\$125.00	\$165.00	\$180.00	\$200.00
Shopping assistance	\$108.00	\$125.00	\$165.00	\$180.00	\$200.00

Service: Home Maintenance and Repairs	Price per Hour Standard Hours (Mon–Fri 8am–6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Lawn Mowing ONLY NOTE: Price per Service	\$100.00 SMALL area	\$135.00 MEDIUM area	\$165.00 LARGE		
Complete garden maintenance services NOTE: Price per Hour	\$65.00	\$125.00	\$275.00		
Assistance with home maintenance and repairs NOTE: Price per Hour	\$110.00	\$130.00	\$170.00	\$185.00	\$205.00

Service: Meals	Price per Hour Standard Hours (Mon–Fri 8am–6pm)	NON-Standard Hours 6.01pm – 7.59am	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Meal preparation	\$110.00	\$130.00	\$170.00	\$185.00	\$205.00
Meal delivery	Individually quoted				

CANCELLATION & NO- SHOW POLICY (SUPPORT AT HOME)



A **scheduled service** is any agreed care with a specific date, time and location (e.g. personal care, nursing, transport).



A **late cancellation** is when less than 2 business days' notice is given.

LATE



A **no-show** is when you are not present at the agreed time and location.



If a **service is cancelled late or you do not attend**, Residential Gardens may charge:

- Your agreed contribution fee, and/or
- The full cost of the service, where applicable.

This may apply when a service was confirmed and could not be delivered due to late cancellation or no-show. These rules are permitted under the Aged Care Act 2024.

If you had a **valid reason** for cancelling (such as hospital admission, sudden illness, or unexpected change in support), you may request a review. **Evidence** may be required and fees may be waived at our discretion.

Your Rights:

- You can question any late cancellation or no-show charge.
- If unresolved, you may contact the Aged Care Quality and Safety Commission.

Your Responsibility:

- Please give **at least 2 business days' notice** to avoid fees.

Client Acknowledgement & Agreement

I, _____ (print full name), confirm that I have reviewed, discussed, and understand the updated Price Guide, which will **commence from 1st January 2026**, as explained with my Care Partner / Clinical Care Coordinator.

I acknowledge, understand, and agree to the revised pricing as outlined in this document. I understand that I have had the opportunity to ask questions and seek clarification prior to providing my consent.

Client/Representative Signature: _____

Date: _____

Care Partner / Coordinator Name: _____

Care Partner Signature: _____

Date: _____