

Support at Home Price List

ACH
GROUP

Clinical Supports

Nursing Care

Registered Nurse

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$180	\$195	\$240	\$265	\$355
45min	\$170	\$185	\$220	\$245	\$325
30min	\$150	\$165	\$195	\$215	\$280

*Nursing standard hours are 8am - 6pm.

Registered Nurse - Wound Care Assessment & Management

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$190	\$205	\$250	\$275	\$365
45min price	\$180	\$195	\$230	\$255	\$335
30min price	\$160	\$175	\$205	\$225	\$290

*Nursing standard hours are 8am - 6pm.

Enrolled Nurse

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$160	\$170	\$195	\$210	\$260
45min price	\$155	\$160	\$180	\$195	\$240
30min price	\$140	\$150	\$165	\$175	\$210

*Nursing standard hours are 8am - 6pm.

Enrolled Nurse - Wound Care Assessment & Management

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$170	\$180	\$205	\$220	\$270
45min price	\$165	\$170	\$190	\$205	\$250
30min price	\$150	\$160	\$175	\$185	\$220

*Nursing standard hours are 8am - 6pm.

Nursing Care Consumables

Nursing Care consumable pricing will include a 20% administration fee.

Care Management

Care Manager

	Standard Hours (Monday to Friday)
Hourly rate	\$120

Restorative Care Management

Allied Health Professional

	Standard Hours (Monday to Friday)
Hourly rate	\$210

Registered Nurse

	Standard Hours (Monday to Friday)
Hourly rate	\$180

- Physiotherapist
- Occupational Therapist
- Exercise Physiologist
- Dietitian
- Social Worker

	In Clinic	In Home
60 min / Initial Consult	\$180	\$215
45 min	\$160	\$210
30 min	\$120	\$180
OT Complex Assessment 120 min	n/a	\$380
Professional Phone Advice per 15 min	\$45	

Podiatrist

	In Clinic
60 min / Initial Consult	\$190
45 min	\$140
30 min	\$120

Personal Trainer

	In Clinic	In Home
30 min	\$95	\$110

Exercise and Wellness Groups

	Per Session
Life Exercises	\$20
Wellness Groups	\$30
Wellness Groups - Water-based	\$35

Bookings are essential. Each participant is required to undertake an assessment with an Exercise Physiologist or Physiotherapist prior to commencement.

*In Home and some In Clinic services will incur an additional charge for Indirect services at \$120/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.

Prescribed Nutrition

Prescribed Nutrition pricing will include a 20% administration fee.

Independence

Personal Care

- Assistance with self care and activities of daily living
- Assistance with the self-administration of medication

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$105	\$115	\$140	\$155	\$205
45min	\$100	\$105	\$125	\$140	\$185
30min	\$85	\$95	\$110	\$120	\$155

*Personal Care standard hours are 6am - 8pm.

Social Support and Community Engagement

- Individual social support
- Accompanied activities
- Cultural support
- Assistance to maintain personal affairs

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$120	\$130	\$155	\$170	\$220
45min	\$115	\$120	\$140	\$155	\$200
30min	\$100	\$110	\$125	\$135	\$170

*Social Support and Community standard hours are 6am - 8pm.

Therapeutic Services for Independent Living*

Remedial massage

	In Clinic	In Home
60 min / Initial	\$150	\$170
30 min	\$110	n/a

*In Home and some In Clinic will incur an additional charge for Indirect services at \$120/hr. Indirect services include time spent on activities such as completing documentation, report writing, organising referrals and updating care plans.

Assistive Technology and Home Modifications

Assistive Technology will include a 10% administrative fee (up to a maximum of \$500).

Home Modifications will include a 15% coordination fee (up to a maximum of \$1,500).

Respite

Respite care

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$105	\$115	\$140	\$155	\$205

*Respite standard hours are 6am – 8pm.

Transport

Direct Transport

Transport is charged per one-way trip

1:1 transport

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Short Journey (15min)	\$70	\$75	\$80	\$85	\$105
Medium Journey (30min)	\$95	\$105	\$120	\$130	\$165
Long Journey (45min)	\$120	\$125	\$145	\$160	\$205
Extra Long Journey (1hr)	\$135	\$145	\$170	\$185	\$235

*Transport standard hours are 6am – 8pm.

Group transport

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Short Journey (15min)	\$40	\$40	\$45	\$45	\$60
Medium Journey (30min)	\$50	\$60	\$65	\$70	\$90
Long Journey (45min)	\$65	\$70	\$80	\$90	\$115
Extra Long Journey (1hr)	\$75	\$80	\$95	\$100	\$130

*Transport standard hours are 6am – 8pm.

Indirect Transport

Indirect Transport services include taxi and ride share services. Pricing will include a 10% administration fee.

Everyday Living

Domestic Assistance

- General house cleaning
- Laundry services
- Shopping assistance

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$105	\$115	\$140	\$155	\$205
45min	\$100	\$105	\$125	\$140	\$185
30min	\$85	\$95	\$110	\$120	\$155

*Domestic Assistance standard hours are 9am – 5pm.

Home Maintenance and Repairs

- Gardening
- Assistance with home maintenance and repairs

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$120	n/a	n/a	n/a	n/a

*Home Maintenance and Repairs standard hours are 8am – 5pm.

Meals

Meal preparation

	Monday to Friday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$105	\$115	\$140	\$155	\$205
45min	\$100	\$105	\$125	\$140	\$185
30min	\$85	\$95	\$110	\$120	\$155

*Meals standard hours are 6am – 8pm.

Meal Delivery

Meal Delivery service pricing will include a 10% administration fee.

Notes

If you are a self-managed participant and wishes to choose your own Third Party Provider to provide services, a 10% administration fee will apply on top of that Third Party Provider's prices.

Other services provided by Associated Providers are available and can be quoted on request following agreement with your Care Partner.

Cancellation Policy

Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, and 1:1 Social Support

- 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.
- If a customer rejects the offer of a suitably compatible alternate worker and therefore cancels the service with less than 24 hours' notice, the full cost of the scheduled service will be billed.

Exercise & Wellness Groups

- The notice period for customer cancellations for exercise and wellness groups is 24 hours.
- A cancellation fee at the full cost of the class will be billed if the service is cancelled with less than 24 hours' notice.

Allied Health Services

- The notice period for customer cancellations for 1:1 services (clinic and in-home) 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.

Group Social Experiences

- The notice period for customer cancellations for group experiences remains unchanged at 24 hours.
- A cancellation fee at the full cost of the group experience will be billed if the service is cancelled with less than 24 hours' notice.

Getaways

- The notice period for customer cancellations for getaways is 4 weeks prior to departure.
- A cancellation fee of 50% of the cost of the getaway will be billed if the getaway is cancelled with less than 4 weeks' notice from departure. ACH Group recommend that customers organise travel insurance, as a way of cover for yourself, for unexpected events that could happen when travelling and cancellations.

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

Prices are reviewed regularly and are subject to change.

All prices exclude GST.

GST will be applied to customer funded services.

Aged Care & Housing Group Inc. ABN 99 437 071 895

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