

# Price List

For services funded through  
Commonwealth Home Support Program (CHSP)

Effective 1 July 2026

ACH  
GROUP

		Standard Hours (8am-6pm)	Saturday/ Sunday	Public Holiday
<b>Personal Care</b>				
<ul style="list-style-type: none"> <li>• Personal grooming</li> <li>• Assistance with showering and dressing/undressing</li> </ul>	Hourly rate	\$20	\$27	\$30
<b>Meals</b>				
Meal preparation	Hourly rate	\$20	\$27	\$30
<b>Respite</b>				
Respite care	Hourly rate	\$20	\$27	\$30
<b>Social Support and Community Engagement</b>				
<ul style="list-style-type: none"> <li>• Social support in your home</li> <li>• Social support in the community</li> <li>• 1:1 social experiences of your choice</li> <li>• Support and transport to attend medical, social and other appointments</li> </ul>	Hourly rate	\$20	\$27	\$30
<ul style="list-style-type: none"> <li>• Sing for Joy Choirs</li> <li>• Art in Focus Classes</li> <li>• Friday Night Dinners</li> <li>• Day Tours and Getaways</li> <li>• Concert Series</li> <li>• Long Lunches and many more!</li> </ul>	For a full list of the current social experiences available (with applicable pricing), please visit <a href="https://achgroup.org.au/discover-and-explore">achgroup.org.au/discover-and-explore</a> or ask for a copy of our Discover & Explore guide.			
<b>Transport</b>				
1:1 transport	Hourly rate	\$20	\$27	\$30
Group transport	Hourly rate	\$7	\$13.5	\$15

		Standard Hours (9am-5pm)	Saturday/ Sunday	Public Holiday
<b>Domestic Assistance*</b>				
<ul style="list-style-type: none"> <li>• Bed and linen changing</li> <li>• Laundry and ironing assistance</li> <li>• General house cleaning</li> <li>• Laundry Services</li> <li>• Assistance with shopping</li> </ul>	Hourly rate	\$20	\$27	\$30
<ul style="list-style-type: none"> <li>• Spring Cleaning</li> <li>• Oven, window &amp; carpet cleaning</li> </ul>	Price on application			
<b>Home Maintenance and Repairs*</b>				
Gardening	Hourly rate	\$30	n/a	n/a
<ul style="list-style-type: none"> <li>• Minor home maintenance</li> <li>• Gutter cleaning</li> </ul>	Price on application			

\*Cleaning Services utilise customer's own cleaning equipment and products. Not available on weekends, public holidays or after hours. Garden waste costs (in excess of your green bin) may apply.

		In Clinic	In Home
<b>Allied Health</b>			
<ul style="list-style-type: none"> <li>• Physiotherapist*</li> <li>• Dietitian</li> <li>• Occupational Therapist*</li> <li>• Exercise Physiologist</li> </ul>	Initial Consult	\$25	\$50
	Subsequent	\$20	\$50
Podiatrist	Initial Consult	\$30	
	Subsequent Standard	\$30	
	Subsequent Extended	\$50	
Remedial masseuse	60 min	\$40	
	30 min	\$20	

\*Initial Physiotherapy consult is required prior to accessing Remedial Massage. In-clinic Occupational Therapy consult for personal alarm assessment only.

		12 sessions	6 sessions	Per session
<b>Allied Health Groups</b>				
Exercise & Wellness Groups*	Life Exercises	\$100	\$50	\$10
	Wellness Groups	\$150	\$75	\$15
	Wellness Groups - Water-Based	\$180	\$90	\$18

\*Initial in-clinic Physiotherapy or Exercise Physiologist consult is required to define individualised program and identify suitable Exercise and Wellness groups. For a complete list of Exercise & Wellness Groups, please visit [ach.org.au/health-and-wellbeing](http://ach.org.au/health-and-wellbeing)

## Note

A transport fee of \$1.00 per km will be charged for mileage conducted during visit.

## 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 or class not attended.

### **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, the clinic scheduled appointment is not attended or the customer is not at home at the time of scheduled appointment.

### **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.
- The notice period for customer cancellations for bus trips is 48 hours.

### **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 time of printing and valid from 1 July 2026.

Prices are reviewed regularly and are subject to change.

All prices exclude GST.

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

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