

SUPPORT AT HOME

Fee Schedule from 1st November 2025

At Elder Care Connect we take a personalised and caring approach to in-home support, focusing on the small details that make life at home more comfortable. You'll always know the cost of each service upfront, and we'll regularly check in to make sure your care continues to suit your needs. Our commitment is to provide clear, transparent and honest communication so you feel informed and supported every step of the way.

This fee schedule forms part of your Support at Home service agreement with Elder Care Connect. The prices listed are our most common price, this may vary depending on the service delivered. Your approval is always obtained prior to committing to the delivery of the service.



CATEGORY: CLINICAL SUPPORTS

Specialised services to maintain or regain functional and / or cognitive capabilities. Includes Nursing Care, Allied Health and other therapeutic services, Nutrition, Care Management and Restorative Care Management. Standard Clinical service hours are 8am to 4pm.



Registered Nurse

Our nursing care provides exceptional, personalised care, ensuring you feel safe and well supported in managing your health. We offer comprehensive support tailored to your unique needs by our highly skilled nursing team ensuring the highest standard of care, promoting independence and well-being with compassion and expertise.

	Monday to Friday		Saturday	Sunday	Public Holiday
Rates	Standard	Non-Standard			
Hourly Rate	\$150	\$190	\$240	\$300	\$350
30 min	\$85	\$120			

Enrolled Nurse

	Monday to Friday		Saturday	Sunday	Public Holiday
Rates	Standard	Non-Standard			
Hourly Rate	\$120	\$150	\$165	\$220	\$250
30 min	\$76	\$95			



Allied Health

Our trusted third-party specialists can help you improve or regain your strength, balance, mobility, and coordination, supporting your independence and overall well-being.

Discipline	Charge per hour
Physiotherapist	\$210
Occupational Therapist	\$220
Social Worker	\$210
Speech Pathologist	\$220
Dietician	\$215
Exercise Physiologist	\$215

Care Management

Our care management service provides personalised support to navigate the aged care journey with confidence. We work closely with you and your family/supporters to develop a tailored care plan and budget that reflects individual goals, preferences, and changing needs. Our Care Partners coordinate and monitor services, advocate on your behalf, and ensure you receive the right care at the right time. We aim to enhance quality of life by delivering compassionate, responsive, and professional support. Service provided Monday to Friday 8am to 4pm.

	Charge per hour
Care Management	\$130

Restorative Care Management

If you are a Support at Home participant who is approved for the Restorative Care Pathway, we will provide you with quality Restorative Care Management by an appropriately qualified Restorative Care Partner who will support you with goal planning, service planning and management, monitoring, review and evaluation to achieve your goals. Service provided Monday to Friday 8am to 4pm.

	Charge per hours
Restorative Care Management	\$170

CATEGORY – INDEPENDENCE

Support to help manage activities of daily living required to live independently at home. This includes personal care, social support and community engagements, respite and transport. Independence standard service hours are 6am to 6pm.



Personal Care

Our personal care services are designed to support you with daily routines, and tasks such as bathing, dressing, grooming, and toileting, medication prompts, helping maintain independence, continence management. The core focus is always on delivering safe, effective, person-centered care tailored to individual needs. Our trained and compassionate carers provide assistance always respecting the client's comfort and preferences.

	Monday to Friday		Saturday	Sunday	Public Holiday
Rates	Standard	Non-Standard			
Hourly Rate	\$100	\$110	\$140	\$180	\$225
30 min	\$60				
15 min	\$40				



Social Support and Community Engagement

Our trusted local Home Support Workers are here to support you in a way that suits your lifestyle and culture. We take the time to understand your preferences—whether that means enjoying quiet companionship at home or staying active and engaged in the community through activities you enjoy. This can include digital education and support, accompanied activities, group or individual social support and assistance to maintain personal affairs.

	Monday to Friday		Saturday	Sunday	Public Holiday
Rates	Standard	Non-Standard			
Hourly Rate	\$100	\$110	\$140	\$180	\$225
30 min	\$60				
15 min	\$40				



Our in-home respite service is designed to offer caregivers a well-deserved break while ensuring your loved one receives compassionate and professional care. Our skilled caregivers provide personalised support in the comfort of your home, including assistance with daily activities, companionship, and any specific needs your loved one may have. This service not only provides caregivers with a chance to recharge but also ensures that your loved one is cared for with the highest level of attention and kindness.

	Monday to Friday		Saturday	Sunday	Public Holiday
Rates	Standard	Non-Standard			
Hourly Rate	\$100	\$110	\$140	\$180	\$225
30 min	\$60				
15 min	\$40				



Overnight Sleepover

Our overnight sleepover service provides you with peace of mind and round-the-clock support in the comfort of your own home. Our compassionate and professional caregivers stay overnight to ensure your safety, comfort, and well-being. This service includes assistance with nighttime routines, medication management, and any other support you may need, allowing you to rest easily and wake up refreshed. This service is a quoted service as it is tailored to the days and times that you require. Please contact us for a quote.



Transport

Our transport service is designed to provide you with safe, reliable, and comfortable transportation tailored to your needs. Whether it's attending appointments, running errands, or enjoying social outings, we ensure punctuality, comfort, and a friendly experience. Our vehicles are well-maintained, and our drivers are courteous and professional, making every journey a pleasant one. Transport is charged per one-way trip.

Rates	Monday to Friday	Saturday	Sunday	Public Holiday
Direct Transport (Car and driver) (<10kms)	\$25	N/A	N/A	N/A
Direct Transport (Car and driver) (10 – 20km)	\$50	N/A	N/A	N/A
Direct Transport (Car and driver) (30 – 50km)	\$80	N/A	N/A	N/A
Direct Transport (Car and driver) (over 50km)	Quoted Variable Service			
Indirect Transport (taxi)	Quoted Variable Service			

CATEGORY – EVERYDAY LIVING

Support to assist older people to keep their home in a livable state in order to enable them to stay independent in their homes. Everyday living service hours are Monday to Friday 8am to 4pm excluding public holidays.



Domestic Assistance

Our cleaning and household tasks service is designed to keep your home fresh, comfortable, and well-maintained. We handle a wide range of tasks, including dusting, vacuuming, mopping, laundry, and general tidying up, all tailored to your preferences and needs. Our goal is to create a welcoming and harmonious environment, allowing you to focus on what matters most to you.

Rates	Monday to Friday
Hourly Rate	\$100
30 min	\$60



Domestic Assistance - Shopping Assistance

Our shopping assistance service is dedicated to making your errands effortless and enjoyable. We offer personalised support tailored to your needs, including creating shopping lists, selecting quality products, and ensuring that all items meet your preferences and dietary requirements. Whether it's groceries, household essentials, or special treats, we handle everything with care and efficiency, ensuring a seamless experience and more time for you to enjoy the things you love. This service includes travel to your local shopping centre.

Rates	Monday to Friday
Hourly Rate	\$120



Home Maintenance and Repairs

Our home maintenance services are designed to keep your home safe, comfortable, and well-maintained and enhance the beauty and serenity of your outdoor space. We offer services including light lawn mowing, precise edging, hedging, trimming, and weeding, minor repairs, changing light bulbs, window cleaning, gutter clean, solar panel cleaning, water blasting around your property and general upkeep. Our reliable team ensures your home remains in good condition, helping to prevent small issues from becoming bigger problems. Our goal is to maintain your home's exterior to ensure it is as welcoming as the interior.

	Monday to Friday Hourly Rate
Gardening – whipper snipper, blowing and mowing	\$100
Gardening – hedging, weeding, trimming, removal of green waste	\$150
Handyman minor repairs – eg light bulbs, smoke alarm battery replacement, hinges	\$100
Home maintenance and repairs	\$150



Meals – Meal Preparation

Our cooking and meal preparation service is designed to bring delicious, nutritious, and personalised meals right to your table. We cater to your dietary preferences and needs, ensuring every meal is both tasty and wholesome. From planning and shopping for the freshest ingredients to cooking and portioning meals, we take care of everything, allowing you to enjoy healthy, home-cooked meals that make daily life more comfortable.

Rates	Monday to Friday
Hourly Rate	\$100



Meals – Meal Delivery

We partner with quality meal providers, to bring delicious, nutritious, and personalised meals right to your front door, ensuring your chosen meals are delivered on time.

Rates	Monday to Friday
Per Meal	\$20

Terms and Conditions

This information is correct at the time of printing and valid from 1 November 2025. Prices are in Australian dollars and are subject to change. Prices are reviewed and updated periodically and at least annually each July. Clients are given reasonable notice of any changes to prices. All prices exclude GST. GST will be applied to customer funded services.

Cancellation Policy: The notice period for cancellations to a scheduled service is 48 hours. A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled. If the client rejects the offer of a suitably, qualified compatible alternate worker and therefore cancels the service with less than 48 hours' notice, the full cost of the scheduled service will be billed.