

SCL

HOME CARE

SUPPORT AT HOME

Pricing and Services Guide

Care that fits your life.

Coffs Harbour and surrounding communities

Effective from commencement of registered Support at Home services

Version 1 | July 2026

YOUR GUIDE

Simple, clear and agreed with you

This guide shows the total service price charged to your Support at Home budget. Your individual service agreement will confirm the services, schedule and prices you choose.

No hidden fees No entry fee, exit fee or package management fee.	All inclusive prices Labour, provider travel, scheduling, administration, technology and compliance are included.
Agreed before services begin Your service and unit price are recorded in writing before we charge your budget.	Clear statements Your statement shows the services delivered, your contribution and your remaining funding.

When each price applies

Price period	Definition
Standard hours	Monday to Friday, 6:00 am to 6:00 pm
Weekday after hours	Monday to Friday, before 6:00 am or after 6:00 pm
Saturday	All Saturday services
Sunday	All Sunday services
Public holiday	Services delivered on a recognised public holiday

What you may need to pay

Services Australia determines your contribution percentage. The government pays the balance from your available funding.

Participant status	Clinical supports	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner or Commonwealth Seniors Health Card holder	0%	5% to 50%	17.5% to 80%
Self funded, no Commonwealth Seniors Health Card, or means not disclosed	0%	50%	80%

Personal care from 1 October 2026

Approved personal care is treated as a Clinical Support for contribution purposes. This means there is no participant contribution where funding is available. Services Australia confirms your actual rate.

EVERYDAY LIVING

Help around your home

Practical support to keep your home safe, comfortable and manageable. All listed prices are the total price charged to your budget.

Domestic assistance

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
General house cleaning	\$110	\$125	\$150	\$175	\$225
Laundry services	\$95	\$110	\$130	\$150	\$195
Shopping assistance	\$110	\$125	\$150	\$175	\$225

Prices are per hour unless shown otherwise.

Meals

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Meal delivery, per meal	\$18	\$20	\$23	\$25	\$30
Meal preparation	\$100	\$115	\$135	\$160	\$205

Meal delivery is priced per meal. Meal preparation is priced per hour.

Gardening and home maintenance

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Gardening	\$120	\$135	\$155	\$185	\$240
Assistance with home maintenance and repairs	\$150	\$170	\$195	\$230	\$300
Approved materials and consumables	Actual cost	Actual cost	Actual cost	Actual cost	Actual cost

Professional, major or materials intensive work may require a written quote.

INDEPENDENCE AND CONNECTION

Personal care and community support

Support is tailored to your routines, goals and preferences. Eligible services can be combined within a one hour booking where this is appropriate and agreed.

Personal care

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Assistance with self care and daily living	\$115	\$130	\$155	\$185	\$235
Assistance with self administration of medication	\$110	\$125	\$150	\$175	\$225
Continence management, non clinical	\$85	\$100	\$115	\$135	\$175

Prices are per hour unless shown otherwise.

Social support and community engagement

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Group social support	\$45	\$50	\$60	\$70	\$90
Individual social support	\$110	\$125	\$150	\$175	\$225
Accompanied activities	\$120	\$140	\$160	\$195	\$245
Cultural support	\$130	\$150	\$175	\$210	\$265
Digital education and support	\$110	\$125	\$150	\$175	\$225
Assistance to maintain personal affairs	\$110	\$125	\$150	\$175	\$225
Approved personal affairs expenses	Actual cost	Actual cost	Actual cost	Actual cost	Actual cost

Prices are per hour unless shown otherwise.

COORDINATED SUPPORT

Respite, care management and nursing

These services support carers, coordinate your care plan and respond to clinical needs. Clinical supports have no participant contribution.

Respite

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Flexible respite	\$115	\$130	\$155	\$185	\$235
Community and centre based respite	\$130	\$150	\$175	\$210	\$265

Prices are per hour unless shown otherwise.

Overnight respite

Overnight respite is not available at commencement. SCL Home Care will publish a separate price before this service is offered.

Care management

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Home support care management	\$120	\$140	\$160	\$190	\$240
Restorative care management	\$170	\$195	\$230	\$275	\$340

Prices are per hour unless shown otherwise.

Nursing care

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Registered nurse clinical care	\$180	\$210	\$225	\$265	\$325
Enrolled nurse clinical care	\$155	\$180	\$195	\$225	\$280
Nursing assistant clinical care	\$115	\$130	\$155	\$185	\$235
Nursing care consumables	Actual cost	Actual cost	Actual cost	Actual cost	Actual cost

Prices are per hour unless shown otherwise.

CLINICAL SUPPORTS

Allied health and therapy

Allied health services are arranged with appropriately qualified professionals. Availability may depend on your location, assessed needs and the selected provider.

Allied health services

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Allied health assistance	\$145	\$165	\$180	\$210	\$260
Podiatry	\$185	\$215	\$230	\$270	\$335
Social work	\$225	\$260	\$280	\$325	\$405
Speech pathology	\$250	\$290	\$315	\$365	\$450
Diet or nutrition	\$240	\$275	\$300	\$350	\$430
Aboriginal or Torres Strait Islander Health Practitioner assistance	\$200	\$230	\$250	\$290	\$360
Aboriginal or Torres Strait Islander Health Worker assistance	\$120	\$140	\$150	\$175	\$215

Prices are per hour unless shown otherwise.

Before booking

SCL Home Care will confirm that the service is approved in your support plan, that funding is available and that the professional is suitable for your needs.

CLINICAL SUPPORTS

Allied health and therapy continued

The price includes SCL Home Care coordination and provider responsibility. Any indirect clinical activity must be agreed with you before it is charged.

Allied health services

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Physiotherapy	\$215	\$250	\$270	\$310	\$385
Psychology	\$260	\$300	\$325	\$380	\$470
Exercise physiology	\$210	\$240	\$265	\$305	\$380
Occupational therapy	\$245	\$280	\$305	\$355	\$440
Counselling or psychotherapy	\$235	\$270	\$295	\$340	\$425
Music therapy	\$235	\$270	\$295	\$340	\$425

Prices are per hour unless shown otherwise.

Supplier dependent services

Some allied health services are delivered by approved partner providers. The full SCL Home Care price will be agreed in writing before the appointment is booked.

INDEPENDENCE

Therapeutic services

These services must support an assessed age related need and help you remain safe and independent. General wellness services are not included.

Therapeutic services for independent living

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Acupuncture	\$165	\$190	\$205	\$240	\$295
Chiropractic services	\$110	\$125	\$140	\$160	\$200
Diversional therapy	\$165	\$190	\$205	\$240	\$295
Remedial massage	\$175	\$200	\$220	\$255	\$315
Art therapy	\$135	\$155	\$170	\$195	\$245
Osteopathy	\$170	\$195	\$215	\$245	\$305

Prices are per hour unless shown otherwise.

Nutrition supports

Approved nutrition products and supports

Charged at the actual supplier invoice cost only. No percentage mark up applies. The item must be approved in your individualised budget before purchase.

GETTING OUT AND STAYING SAFE

Transport, equipment and home modifications

Transport is priced per one way trip. Equipment and home modification products are charged at actual cost, with any approved support or coordination shown separately.

Direct and indirect transport

Service	Standard	Weekday after hours	Saturday	Sunday	Public holiday
Direct transport, up to 50 km	\$50 to \$110	\$55 to \$125	\$65 to \$145	\$80 to \$170	\$100 to \$210
Direct transport, 51 to 125 km	\$115 to \$215	\$130 to \$250	\$150 to \$280	\$180 to \$335	\$220 to \$410
Direct transport, 126 to 200 km	\$220 to \$320	\$255 to \$370	\$285 to \$415	\$340 to \$495	\$420 to \$610
Direct transport, over 200 km	Written quote	Written quote	Written quote	Written quote	Written quote
Indirect transport	\$25	\$30	\$35	\$40	\$50

A return journey is two trips. The agreed price includes the driver, vehicle, fuel, provider travel, scheduling and administration.

Assistive technology and home modifications

Service	Price
Approved equipment and products, including managing body functions, self care, mobility, domestic life and communication items	Actual supplier cost only
Assistive technology prescription and clinical support	\$225 standard, \$250 after hours, \$275 Saturday, \$325 Sunday, \$400 public holiday
Home modification items	Actual contractor and supplier cost only
Home modification prescription and clinical support	\$225 standard, \$250 after hours, \$275 Saturday, \$325 Sunday, \$400 public holiday
Assistive technology administration	\$95 per hour for actual time, capped at 10% of item cost or \$500, whichever is lower
Home modification coordination	\$120 per hour for actual time, capped at 15% of project cost or \$1,500, whichever is lower

IMPORTANT INFORMATION

Before your services begin

We will talk through your services, prices and contribution arrangements with you and record them in your service agreement.

Bookings and billing

- A one hour minimum applies to services delivered by SCL Home Care employees.
- Eligible supports can be combined within the booked hour where this is appropriate and agreed.
- You are charged only for the agreed unit that is delivered.
- Complex, specialist, remote or supplier dependent services may require a written quote.
- All prices are inclusive of GST where GST is payable.

Cancellations

- Please give at least 2 business days notice when cancelling a scheduled service.
- A late cancellation or no show may be charged at the agreed price only where legal requirements are met and the worker could not be redeployed.
- We consider reasonable circumstances such as hospital admission, a health incident or an unexpected change in informal support.
- No charge applies where SCL Home Care cancels or cannot provide the agreed service.

Price changes and statements

- Any change to your price will be discussed with you and agreed in writing before it takes effect.
- Published prices will be reviewed after services commence and whenever costs or regulatory requirements change.
- You will receive a monthly statement showing services, prices, contributions and remaining funding.
- Additional private services can be purchased where they are agreed outside your available government funding.

Talk with SCL Home Care

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This guide is a summary. Your service agreement and individualised budget confirm the services and prices that apply to you.