

From 1st October 2026

GPH Support at Home Price Guide



At Grand Pacific Health, Support at Home our focus is to help you understand your services, what they may cost, and how we support you to live your life, your way.



**GPH
Support
at Home**
Your home, your support
your way

Call 1800 315 101

gph.org.au

Support at Home Price Guide

Helping you and your family understand your services, costs and choices.

At GPH Support at Home, we take the time to understand what matters to you. We will work with you, and the people you choose to involve, to plan support that is respectful, practical and right for your needs.

This guide explains our services, how pricing works, and what we will talk through with you before any services start. We want you to feel informed, comfortable and confident about your choices.

You can ask questions at any time. Your Care Partner will explain your options, including any costs, quotes or contributions, in a way that is clear and easy to understand. You will always have time to consider your options before agreeing to a service.

Contact and Operating Hours

Our Support at Home team is available Monday to Friday, 8:30 am to 5:00 pm. Call **1800 315 101** and we will assist you. If you call outside these hours, please leave a message. We will return your call within two business days. For urgent medical help or an emergency, please call **000**.

What Support at Home Provides

GPH Support at Home can help you with everyday tasks, personal care, health needs, getting out and about, and staying connected to the things that matter to you. Your care plan may include:

- personal care
- domestic assistance
- meal preparation
- nursing
- allied health
- social support
- respite
- transport
- therapeutic services
- gardening and home maintenance

Your support is planned with you, so it suits your needs, preferences and goals.

Before Your Services Begin

Your Care Partner will talk with you about:

- the service you are requesting
- the price and whether it can be paid from your Support at Home budget
- any questions you or your family may have

You can choose whether you want to go ahead with a service. If a quote is needed, we will explain the cost clearly before anything starts.

Understanding Your Support at Home Services

Support at Home services are grouped into three main types. Each type has different rules about what the Government pays and what you may need to contribute. The sections below explain what each support type includes and how the pricing works.

Clinical Supports

Clinical Supports help with your health and wellbeing at home. These may include nursing, allied health, other therapeutic services and personal care. Most Clinical Supports are paid for by the Australian Government, so most people will not need to pay a contribution for these services. Please talk with your Care Partner if you have any questions about the services listed below.

Category	Service Type	Weekdays 6am-6pm	Weekdays 6pm-6am	Saturday	Sunday	Public Holidays
 Clinical Supports	Nursing Care – Hourly Rate					
	Continence Nurse Consultant	\$220	-	-	-	-
	Registered nurse	\$210	\$240	\$280	\$360	\$440
	Enrolled nurse	\$180	\$210	\$250	\$320	\$390
	Nursing assistant	\$130	\$150	\$175	\$225	\$275
	Personal Care	\$125	\$140	\$160	\$200	\$245
 Clinical Supports	Allied Health and Other Therapeutic Services – Hourly Rate					
	Aboriginal or Torres Strait Islander Health Practitioner Assistance					\$200
	Aboriginal or Torres Strait Islander Health Worker Assistance					\$180
	Allied Health Assistance					\$220
	Counselling					\$230
	Dietician or Nutrition					\$240
	Exercise Physiology – Class					\$80
	Exercise Physiology – Individual					\$250
	Music Therapy					\$240
	Occupational Therapy					\$255
	Physiotherapy – Advanced					\$325
	Physiotherapy – In Home					\$270
	Physiotherapy – In Clinic					\$250
	Podiatry					\$220
	Psychology					\$270

Social Worker	\$250
Speech Therapy	\$250

Independence Supports

Independence Supports help you keep doing the things that matter to you, safely and with confidence. These may include social support, cultural connection, transport, respite, and therapeutic services that build skills and confidence.

Category	Service Type	Weekdays 6am-6pm	Weekdays 6pm-6am	Saturday	Sunday	Public Holidays	
 Independence Supports	Respite – Hourly Rate						
	Respite Care	Individually Quoted					
						Weekdays 6am-6pm	
 Independence Supports	Independence Social Support and Community Engagement – Hourly Rate						
	Individual Social Support	\$115					
						Weekdays 6am-6pm	
 Independence Supports	Therapeutic Services for Independent Living – Hourly Rate						
	Acupuncture	\$230					
	Chiropractor	\$240					
	Remedial Massage	\$220					
	Diversional Therapist	\$210					
	Art Therapist	\$200					
	Osteopath	\$220					
		0–10km	11–20km	21–30km	31–40km	41–50km	>50km
 Independence Supports	Transport						
	Direct Transport weekday 6am–6pm	\$85	\$95	\$110	\$175	\$210	Quoted
	Indirect Transport						Market Price

Note: Where direct transport is provided outside standard weekday hours, on weekends or public holidays, or where travel is more than 50km, we will discuss the price with you and seek your agreement before the service starts.

Everyday Living Supports

Everyday Living Supports help with practical tasks around the home, so your home stays safe, clean and comfortable. These may include cleaning, laundry, shopping assistance, meal preparation, gardening, lawn mowing and small home maintenance jobs.

Depending on your situation, you may need to pay a contribution for some Everyday Living Supports. Your Care Partner will explain this clearly before services start.

Category	Service Type	Weekdays 6am-6pm
 Everyday Living Supports	Everyday Living Supports	
	Domestic Assistance	\$120
	Gardening & Mowing	\$120
	Meal Preparation	\$120
	Meal Delivery	Market Value

Care Management Fees

Care management helps make sure your Support at Home services are planned, coordinated and reviewed with you.

A care management fee is deducted from your quarterly Support at Home budget. This fee supports your Care Partner to plan your care, organise services, update your care plan, check in with you and adjust your support if your needs or goals change.

		Fee
 Restorative Care	Restorative Care Management- Hourly Rate	
	Restorative Care Management Fee	\$185

Quoted and Individually Quoted Services

Some services need to be quoted first because the cost can depend on the type of work, the time needed, materials, equipment or the provider.

Individually quoted services may include:

- one-off deep cleans
- gardening or maintenance where the size or condition of the job may vary
- specialised tasks or repairs
- services delivered by external providers
- work that needs materials, equipment or extra time

Your Care Partner will explain this clearly before services start. If a service needs an individual quote, we will:

- explain what the work involves
- provide a clear written quote
- wait for your approval before any work begins

You will always know the cost before the service starts.

Client Contributions

Under Support at Home, some people may need to contribute to the cost of their services. Your contribution depends on your income, assets and the type of support you receive. Services Australia will assess this and let you know if you need to pay a contribution and how much it will be.

The table below is a general guide only.

If you are required to pay a contribution, we will provide a monthly invoice that clearly outlines what you need to pay. You can also use the Support at Home fee estimator on the My Aged Care website to understand your possible costs.

Your situation	Clinical Supports	Independence Supports	Everyday Living Supports
Full pensioner	0%	5%	17.5%
Part pensioner or self-funded retiree eligible for the Commonwealth Seniors Health Card	0%	Between 5% and 50%	Between 17.5% and 80%
Self-funded retiree not eligible for the Commonwealth Seniors Health Card	0%	50%	80%

We are here to help you understand your services and costs. If you have any questions, please talk with your Care Partner or call our Support at Home team on 1800 315 101.