

# Private Services

## Price List



QLD, NSW, ACT, VIC, TAS, SA – 1 July 2025

For over 130 years, Silverchain has been trusted to provide generations of Australians with the Best Care at home.

We are one of Australia's few not for profit in home care specialists, who provide a large range of services, from a little help at home to more complex health care.

### Common services (ex. GST)

Service	Duration	Standard hours <sup>^</sup> Weekdays 6am to 6pm	Non- standard hours <sup>^</sup> Weeknights 6pm to 6am	Saturday <sup>^</sup>	Sunday <sup>^</sup>	Public holiday <sup>^</sup>
Domestic Assistance	30 mins	\$ 60.00	\$ 71.23	\$ 76.11	\$ 97.10	\$ 133.67
	1 hour	\$ 92.43	\$ 109.60	\$ 117.13	\$ 149.46	\$ 205.75
Personal Care Meals	30 mins	\$ 62.22	\$ 73.99	\$ 78.97	\$ 100.91	\$ 138.86
	1 hour	\$ 95.82	\$ 113.95	\$ 121.58	\$ 155.29	\$ 213.70
Transport	Overnight*	\$ 612.26	\$ 612.26	\$ 642.78	\$ 688.68	\$ 887.75
Social Support Respite Support	24hour*	\$ 1,104.84	\$ 1,104.84	\$ 1,242.74	\$ 1,622.22	\$ 1,946.69
Any service which includes: Therapy programs	30 mins	\$63.49	\$75.37	\$80.45	\$102.93	\$141.51
	1 hour	\$97.84	\$116.07	\$123.91	\$158.36	\$217.83
Behaviour management Hoist transfers	Overnight*	\$612.26	\$612.26	\$642.78	\$688.68	\$887.75
Catheter care Bowel care	24 hour**	\$1,104.84	\$1,104.84	\$1,242.74	\$1,622.22	\$1,946.69

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## Common services (ex. GST), continued

Service	Duration	Standard hours <sup>^</sup> Weekdays 6am to 6pm	Non-standard hours <sup>^</sup> Weeknights 6pm to 6am	Saturday <sup>^</sup>	Sunday <sup>^</sup>	Public holiday <sup>^</sup>
<b>Nursing Care</b>						
Enrolled Nurse <sup>***</sup>	30 mins	\$76.11	\$90.31	\$96.57	\$123.38	\$169.81
	1 hour	\$117.13	\$139.07	\$148.72	\$189.85	\$261.29
Registered Nurse	30 mins	\$108.12	\$119.04	\$127.09	\$162.29	\$240.94
	1 hour	\$166.42	\$183.27	\$195.68	\$249.74	\$370.79
<b>Allied Health Services</b>						
Physiotherapist	30 mins	\$119.24				
	1 hour	\$183.49				
Occupational Therapist <sup>*</sup>	30 mins	\$127.94				
	1 hour	\$196.95				
Other Allied Health services	30 mins	Contact us for a quote				
	1 hour	Contact us for a quote				

\*Overnight care: Overnight care is up to 12 hours, between 8pm and 8am. Our care team members will require a bed in a separate room, and 8 hours sleep, or the fee reverts back to the hourly rate. Additional fees will apply for disturbances.

\*\*24 hour care: 24 hour care has the same start and end time. Our care team members will require a bed in a separate room, and can only work 10 hours during any one shift, or the fee reverts back to the hourly rate.

\*\*\*Enrolled Nurse: Our Enrolled Nurse will work under the direction and Care Plan of our Registered Nurse.

<sup>^</sup>Some of our client services may attract an additional fee. As we work with you to tailor your package to suit your needs, your Care Manager will discuss these charges with you.

**Services are available in increments of 30 minutes. For services of greater than one hour, multiply the hourly rate by the number of hours. For services of four or more hours, a 10% discount will be applied.**

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## Other costs (ex. GST)

<b>Transport</b>	<b>\$1.50 per km</b> For transport where required as part of the service (does not include travel time).
<b>Third party vendor</b>	<b>10%</b> For the purchase of non Silverchain services and consumables. This fee is capped at \$250 per transaction.
<b>Customer reimbursement</b>	<b>5%</b> For customers being reimbursed for an approved expense. This fee is capped at \$250 per transaction.

This schedule of fees is correct at time of printing and is subject to change at any time. The above fees may be varied once we have assessed the level of service you require.

### Additional products

If you would like to purchase the following products and services please contact us on **1300 650 803**.

- Emergency alarm
- Tablet device (touch screen)
- Garden maintenance
- Home modifications

### Cancellation policy

We understand plans change. If you need to cancel your service, please give us 24 hours' notice. Otherwise a cancellation charge may apply.

### External providers

We may engage external providers on your behalf if required, provided they meet our standards. We will discuss and agree the cost for these services or equipment where they vary from our Price List.