



Appendix A – Service Fee Schedule Effective 1 July 2026

Glasshouse Country Care directly delivered services include staff travel.

In some circumstances, an Associated Provider's hourly rate may be higher than the rates listed above. If this occurs, we will discuss it with you prior to the service commencing.

Please contact your Care Partner for pricing of services or service times that are not listed below.

	Unit	Mon – Fri 6am – 8pm	Saturday	Sunday	Public Holiday
Nursing care					
Registered nurse	Hour	\$190	\$248	\$277	\$299
Enrolled nurse	Hour	\$160	\$235	\$260	\$270
Allied health & therapeutic services					
Dietitian or Nutritionist	Hour	\$250	Available on request		
Exercise physiologist	Hour	\$250	Available on request		
Occupational therapist	Hour	\$250	Available on request		
Physiotherapist	Hour	\$250	Available on request		
Podiatrist	Hour	\$250	Available on request		
Psychologist	Hour	\$260	Available on request		
Social worker	Hour	\$275	Available on request		
Speech pathologist	Hour	\$250	Available on request		
Care management	Hour	\$150			
Restorative care management	Hour	\$180			
Personal care					
Assistance with self-care and activities of daily living	Hour	\$124	\$152	\$184	\$216
Assistance with the self-administration of medication	Hour	\$124	\$152	\$184	\$216
Continence Management (non-Clinical)	Hour	\$128	\$158	\$188	\$224
Social support and community engagement					
Group Social Support	Day	\$135	N/A	N/A	N/A

	Unit	Mon – Fri 6am – 8pm	Saturday	Sunday	Public Holiday
Individual social support	Hour	\$126	\$158	\$188	\$220
Accompanied activities	Hour	\$126	\$158	\$188	\$220
Cultural Support	Hour	\$126	\$158	\$188	\$220
Digital education and support	Hour	\$124	\$152	\$184	\$216
Assistance to maintain personal affairs	Hour	\$124	\$152	\$184	\$216
Therapeutic services for independent living					
Acupuncturist	Hour	\$160	Available on request		
Chiropractor	Hour	\$220	Available on request		
Remedial masseuse	Hour	\$200	Available on request		
Osteopath	Hour	\$200	Available on request		
Respite					
Community & centre-based respite	Hour	\$126	\$158	\$188	\$220
Flexible respite	Hour	\$124	\$152	\$184	\$216
Domestic assistance					
General house cleaning	Hour	\$124	\$152	\$184	\$216
Laundry services	Hour	\$124	\$152	\$184	\$216
Shopping Assistance	Hour	\$126	\$158	\$188	\$220
Home maintenance and repairs					
Assistance with home maintenance, repairs and gardening	Hour	\$150	Available on request		
Meals					
Meal preparation (in-home)	Hour	\$124	\$152	\$184	\$216
Meals delivered to your home	Item	Prices as per menu order form.			
Transport					
Transport services	Trip	Price agreed based on trip duration and distance. Price will be advised at time of booking			

SUPPORT AT HOME PRICING

Our Pricing Commitment

At Glasshouse Country Care, we are committed to ensuring our Support at Home prices are reasonable, transparent and clearly explained. Our prices reflect the reasonable costs involved in delivering quality services to you.

Our standard Support at Home prices are published on our website and available through My Aged Care. Our pricing is reviewed at least every two months and updated as required. Your individual service prices are discussed and agreed with you and recorded in your Support at Home Agreement and individualised budget. Where a price is not known in advance, we will explain and agree the price with you before confirming the service, provide the price to you in writing and keep a record of your agreement.

If an agreed service price changes, we will clearly explain the change and follow the price-change arrangements in your Support at Home agreement before the new price applies.

Using Associated Providers

Sometimes we may arrange for an approved associated provider (such as an allied health professional, gardener or other specialist provider) to deliver a service on our behalf. The price you pay is the agreed price for the complete service and reflects the reasonable costs of delivering that service, including subcontracting and relevant service-delivery administration. **We do not charge a separate administration, package management or travel fee.**

Glasshouse Country Care remains responsible for the quality, safety and oversight of services delivered on our behalf by associated providers.

Different Funding & Pricing Arrangements

Some Support at Home services and short-term pathways have specific funding or pricing arrangements. These include the Restorative Care Pathway, End-of-Life Pathway, Assistive Technology and Home Modifications, and some transport, allied health and nursing services. Where different arrangements apply, we will clearly explain the price, how it will be charged and any contribution that may apply, and agree this with you before the service is arranged.

Clinical supports, including care management, do not attract a participant contribution. Participant contributions may apply to independence and everyday living services in accordance with Australian Government requirements.

Assistive Technology

We can organise approved assistive technology including liaising with suppliers, organising quotes, purchasing items and arranging delivery and wrap around services.

Administration fee: up to 10% of the cost of the item or item bundle, capped at \$500, whichever is lower.

All assistive technology and home modification costs will be explained, agreed with you and documented before we purchase or arrange the item or service.

Home Modifications

We can coordinate approved home modifications, including quotes, contractors, project coordination and management of associated invoices.

Coordination fee: up to 15% of the total quoted cost, capped at \$1500, whichever is lower.

We're here to help

Whatever your service, assistive technology or home modification needs, our experienced Care Partners will work with you to make the process as smooth and straightforward as possible.

Want to know more about our prices?

Our comprehensive and current Support at Home Pricing Schedule is available:

- on the Glasshouse Country Care website
- through My Aged Care
- with your Support at Home agreement
- on request from our office or your Care Partner.

Questions about a price?

Please talk with us. We will explain the price so you can make an informed decision about your services.

