

Home Care Package Price List



Victoria – 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.

The tables below outline our prices for our in home aged care services provided under the Home Care Package (HCP) program. You will only be required to pay for the services you receive. These costs will be deducted from your HCP budget.

Care Management

Care Management is an important service that includes coordinating care and services that help you deliver on the goals you identified in your Care Plan.

Every package requires some level of care management. It is a mandatory service for everyone with a HCP.

| Care management | Duration | Level 1 | Level 2 | Level 3 | Level 4 |
|---------------------------|---------------|---------|---------|---------|---------|
| Fully managed by provider | Per fortnight | \$78.50 | \$138 | \$299 | \$455 |
| Self-managed by you | Per fortnight | \$41 | \$77 | \$165 | \$228 |

Our services

| Service | Duration | Standard hours Weekdays 6am to 8pm | Non-standard hours Weeknights 8pm to 6am | Saturday | Sunday | Public holiday |
|---------------------|----------|--|--|----------|----------|----------------|
| Personal Care | 1 hour | \$86.39 | \$93.28 | \$114.48 | \$144.16 | \$171.72 |
| Nursing | 30 mins | \$90.10 | \$97.52 | – | – | – |
| | 1 hour | \$148.40 | \$160.06 | \$191.86 | \$214.12 | \$278.78 |
| Domestic Assistance | 1 hour | \$84.27 | \$91.16 | \$112.36 | \$139.92 | \$167.48 |
| Light Gardening* | 1 hour | \$84.80 | – | – | – | – |

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Our services, continued

| | | | | | | |
|-----------------------------------|--------|----------|---------|----------|----------|----------|
| Respite Support | 1 hour | \$86.39 | \$93.28 | \$114.48 | \$144.16 | \$171.72 |
| Social Support: Individual | 1 hour | \$86.39 | \$93.28 | \$114.48 | \$143.10 | \$171.72 |
| Social Support: Group | 1 hour | \$121.90 | – | – | – | – |
| Allied Health* | 1 hour | \$185.50 | – | – | – | – |

The minimum service charge is indicated in the tables above and will be billed in 15 minute increments thereafter.

* If you require these services outside of standard hours or outside of weekdays, please contact us for a quote.

Other costs

| Fee | Duration | Level 1 | Level 2 | Level 3 | Level 4 |
|--|---------------|---------|----------|---------|---------|
| Package management | Per fortnight | \$57.50 | \$101.50 | \$222 | \$335 |
| Staff travel costs to visit you | Per km | \$0 | | | |
| Setup and exit fees | – | \$0 | | | |

Basic Daily Fee

We do not charge a Basic Daily Fee unless otherwise agreed with you in your Home Care Package Agreement.

| Fee | Duration | Level 1 | Level 2 | Level 3 | Level 4 |
|------------------------------------|---------------|---------|---------|---------|---------|
| Basic daily fee paid by you | Per fortnight | \$0 | \$0 | \$0 | \$0 |

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.

Other costs

You may be charged for costs incurred by Silverchain such as parking fees or travel during your service. We will discuss and agree these costs with you.