



**Royalty Scope**  
*Nursing Services*



# Support at Home & Private Funded Services Pricing Guide

November 2025

Attachment 1

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**Quality, Person  
Centred Care**

# Clinical Supports

## Nursing Care

### Registered Nurse

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$180	\$205	\$270	\$360	\$450

\*Nursing standard hours are 6am – 11.30pm. Minimum of 1-hour service applies

### Registered Nurse - Wound Care Assessment & Management

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$180	\$205	\$270	\$360	\$450

\*Nursing standard hours are 6am – 11.30pm. Minimum of 1-hour service applies

## Allied Health \* standard hours are 7am – 5pm.

### Physiotherapy

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$220	\$248	\$330	\$440	\$550

### Podiatry

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$204	\$230	\$306	\$408	\$510

### Occupational Therapist

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$220	\$248	\$330	\$440	\$550

## Exercise Physiologist

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$215	\$242	\$323	\$430	\$538

## Speech Pathologist

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$230	\$259	\$345	\$460	\$575

## Dietician or Nutritionist

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$220	\$248	\$330	\$440	\$550

## Remedial Massage

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$215	\$242	\$323	\$430	\$538

## Care Management

Care Management fees, calculated at 10%, are automatically deducted from your Support at Home (SaH) subsidy and allocated to a Care Management Account administered by Services Australia. This ensures equitable access to care management services as needed.

Royalty Scope Nursing Services then claims care management hours from this account. Available on weekdays 9am – 5pm.

Care Management	Standard Hours (Monday to Friday)
Hourly rate	\$150

## Restorative Care Management

Available on weekdays 9am – 5pm.

Allied Health Practitioner	Standard Hours (Monday to Friday)
Hourly rate	\$220

# Independence

## Personal Care

Assistance with self-care and activities of daily living

Continence management (non-clinical)

Assistance with self-administration of medications

	Monday to Sunday				
Face to Face Telehealth	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$110	\$124	\$165	\$220	\$275

\*Personal Care standard hours are 6am – 11.30pm.

## Respite Care

Community and Centre Based Respite

Flexible Respite

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$110	\$124	\$165	\$220	\$275

\*Respite standard hours are 6am – 11.30pm. Minimum of 2-hour service applies

## Transport

\*Transport provided by external third party are charged as per the total invoice amount (inc GST).

	Monday to Sunday				
	Per Trip	After Hours	Saturday	Sunday	Public Holiday
Short Journey (less than 10km)	\$140	\$158	\$210	\$280	\$350
Medium Journey (11-19km)	\$152	\$171	\$228	\$304	\$380
Long Journey (20-30km)	\$172	\$194	\$258	\$344	\$395
Extra Long Journey (more than 30km)	Individuality quoted per trip				

\*Transport standard hours are 6am - 8pm.

# Everyday Living

## Domestic Assistance

General House Cleaning  
Laundry Service

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$110	\$124	\$165	\$220	\$275

\*Domestic Assistance standard hours are 9am - 5pm. Minimum of 2-hour service applies

## Shopping Assistance

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$140	\$158	\$210	\$280	\$350

Shopping Assistance standard hours are 9am - 5pm. Minimum of 2-hour service applies

## Home maintenance and Repairs

### Gardening

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$112	\$126	\$168	\$224	\$280

\*Home Maintenance and Repairs standard hours are 7am - 6pm.

### Assistance with Home Maintenance and Repairs

Home maintenance and repairs provided by external third party are charged as per the total invoice amount (inc GST)

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$135	\$152	\$203	\$270	\$338

\*Home Maintenance and Repairs standard hours are 7am - 6pm.

## Social Support and Community Engagement

Accompanied activities

Cultural support

Individual social support

Assistance to maintain personal affairs

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$140	\$158	\$210	\$280	\$350

\*Social support and community engagement standard hours are 6am – 11.30pm. Minimum of 2-hour service applies

## Meal Delivery

Meal Delivery	Individually Quoted Service based on Third Party Costs
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## Meal preparation

	Monday to Sunday				
	Standard Hours*	After Hours	Saturday	Sunday	Public Holiday
Hourly rate	\$110	\$124	\$165	\$220	\$275

\*meal Preparation standard hours are 6am – 11.30pm.

Royalty Scope Pty Ltd uses a combination of In House and Associate Provider's to provide services under the Support at Home Program. A 10% gst applies when services are provided by associate providers. If you decide to bring in a Third Party to deliver a particular service, the minimum rate applies as per this schedule plus a 10% third party administrative fee applies. This Fee covers the coordination and management of those activities and ensuring that everything is handled in line with regulatory requirements. We'll discuss and agree on the exact cost with you, and it will be included in your overall budget or care plan.

Our administration fees support the following activities:

- Checking compliance, monitoring, reporting, and maintaining insurance requirements of Third-Party Providers
- Processing and managing invoices
- Tracking expenditure within the participant's care budget
- Ensuring all services align with care plans and relevant program rules

## **Cancellation Policy**

### **SUSPENSIONS & NO-SHOWS AS PER SAH SERVICE AGREEMENT**

There are no leave arrangements under SaH.

If an emergency arises and the Participant does not require care or services, the Participant must contact the Registered Provider as soon as possible on the telephone number – 02 9538 2379 or 0459 889 690

If a Participant provides less than 2 business days' notice to cancel a scheduled service or is not in the pre-determined location when a worker arrives to deliver a scheduled service, a Registered Provider will be eligible to be paid in full for the service, and a Participant contribution may also be charged, if the Registered Provider:

- (a) had committed to deliver a funded aged care service from the Support at Home service list; or
- (b) had committed to deliver assistive technology, or home modification, and was prevented, at no fault of the Registered Provider, from delivering the service as the Participant was deemed to be a late cancellation or 'no show'.

If a Participant claims there were reasonable grounds for a late cancellation or 'no show', they must provide evidence in writing to substantiate their claim, and this will be considered by the Registered Provider.

The Participant will not lose access to their SaH care and services if they temporarily stop services, including for:

a hospital stay; or

transition care; or

residential respite care; or

other reasons (e.g., social leave, holidays or other personal circumstances).

If services are temporarily stopped, the Registered Provider will document the agreement for care management to continue to be carried out on a monthly basis in the Participant's care notes.

If services are temporarily stopped, a Participant will continue to receive their quarterly budget. However, carryover unspent budget limits will apply. A Participant's funding will be reduced to zero and reallocated when a total of four consecutive quarters (one year) and 60 days have passed since the end of the quarter from when the last service was delivered. To reactivate funding when it has been reallocated, a Participant will need to complete a Support Plan Review.

### **Fee Review and Indexation:**

Service fees and charges under the Support at Home Program are reviewed in line with changes to government funding and pricing guidance. Fees may be adjusted from 1 July each year in accordance with Commonwealth Government indexation or as advised by the Independent Health and Aged Care Pricing Authority (IHACPA).