

RYMAN



Support at Home

In Ryman villages





On the cover: Maricel.
Top: Barbara and Patsy.
Bottom: Mark.

What is Support at Home?

Support at Home is a government-subsidised aged-care program that enables you to access services within your own home.

These services are available for people who are eligible to receive assistance with tasks such as housekeeping, meals, healthcare, personal care, and transport. Support at Home is one of the main ways that older Australians access in-home support.

You have choice and flexibility in the way your care and support services are delivered. If you need help with everyday tasks like cleaning, medications, personal care, transport, or social activities, Support at Home funding can significantly enhance your lifestyle and wellbeing.

Support at Home services

- Carer support
- Personal care
- Domestic tasks
- Companionship
- Allied health
- Clinical support
- Aids and equipment

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Why choose Ryman?

We have a dedicated Support at Home team who can guide you every step of the way, from applying for a government subsidy to tailoring services to your individual needs. We can also help you maximise funding to ensure you receive all services you are eligible for.

Ryman has been providing aged-care services for over 40 years – it's what we do best

We are an approved provider of Support at Home services

Ryman staff are fully trained and qualified to provide Support at Home services

As an existing Ryman resident, you can access Support at Home services within your apartment or villa

We're always looking at ways to improve your experience with us and welcome your feedback.



Above: Anne and Jess.



Above: Kieran.

What services are available to me?

Support at Home services vary from home cleaning and daily support to transport and social outings, and are based on the level of support you are eligible to receive. We also offer a wide range of activities and events.

Our team will discuss your options and tailor them to your individual needs and preferences. If you're waiting for your Support at Home funding to begin, we can also help you access other government or private options in the meantime.



Above: Berrice and Donna.

Personal care



- Showering and bathing assistance including hair washing
- Assistance with compression stockings
- Personal grooming, including hair styling, make up and nail care
- Dressing and undressing
- Incontinence management
- Getting in and out of bed

Domestic tasks



- Vacuuming, mopping, and dusting
- Making or changing the bed
- Laundry and ironing
- Meal delivery, grocery shopping and meal preparation
- General cleaning, rubbish collection
- Washing or walking your pet

Companionship



- Help running errands
- Transport
- Company at appointments
- Personal hobbies and interests
- Social outings or events
- Someone to have a cuppa and chat with
- Play games or watch a movie

Allied health



- In-house podiatry
- In-house physiotherapy
- Occupational therapy assessment
- Help with arranging other health services

Aids and equipment



- Mobility aids
- Assistive technology
- Personal alarms
- Communication aids
- Other aids and equipment related to your care

Clinical support



Assistance with:

- Administering medications
- Wound care
- Injections
- Catheters
- Nursing

Carer support



- Support to organise respite care
- In-home respite care
- Overnight care

Support at Home price list

Correct at 1 July 2026

Service	Rates based on expected time				Public Holiday
	Expected time (minutes)	Weekday	Saturday	Sunday	
Clinical					
Registered Nurse					
Minimum charge	15	\$62	\$92	\$107	\$153
Nursing – RN					
60 min ¹	60	\$164	\$245	\$286	\$409
30 min ²	30	\$123	\$184	\$214	\$306
Nursing (evening) ¹	60	\$189	\$282	\$329	\$470
Nursing (overnight) ¹	60	\$213	\$319	\$372	\$532
Nursing Assistant (Medications etc.)					
15 min or less (IA)	15	\$34	\$51	\$59.50	\$85
15 min or less (SA)	15	\$20.50	\$32	\$37	\$52.50
Independence					
Self-care ³					
60 min ¹	60	\$89	\$133	\$156	\$222
60 min (evening) ¹	60	\$102.50	\$154	\$179	\$256
60 min (overnight) ¹	60	\$116	\$173	\$136	\$165
30 min ³	30	\$68	\$100.50	\$118	\$168
15 min or less (IA)	15	\$34	\$51	\$59.50	\$85
15 min or less (SA)	15	\$20.50	\$32	\$37	\$52.50
Transport (accompanied) ²	60	\$121	\$180	\$211	\$301
Transport (drop off or pick up) ²	60	\$92	\$138	\$162	\$231
In-home respite ²	60	\$89	\$133	\$156	\$222
In-home respite (evening) ²	60	\$102.50	\$154	\$179	\$256

¹ Minimum of 45-minute charge applies

² Minimum of 30-minute charge applies

³ Self-care includes assistance with

- activities of daily living,
- non-clinical continence management,
- and non-clinical self-administration of medication

Service	Rates based on expected time				
	Expected time (minutes)	Weekday	Saturday	Sunday	Public Holiday
Everyday Living					
Bed making	15	\$8	\$8	\$8	\$8
Linen service ⁴	30	\$40			
Personal laundry ⁴	30	\$40			
Towel change/rubbish removal	15	\$10	\$10	\$10	\$10
Cleaning/household tasks					
60 min ⁵	60	\$87	\$130	\$153	\$217
30 min ⁶	30	\$66	\$98.50	\$115	\$164
Breakfast meal (in-room)	15	\$23.50	\$23.50	\$23.50	\$23.50
Midday meal	15	\$24.50	\$24.50	\$24.50	\$24.50
Evening meal	15	\$16	\$16	\$16	\$16
Meal delivery fee		\$7	\$7	\$7	\$7
Shopping assistance ⁶	60	\$121	\$180	\$211	\$301
Handyman service ⁴ (labour only)	30	\$37			

⁴ Only available weekdays, not available on Public Holidays

⁵ Minimum of 45-minute charge applies

⁶ Minimum of 30-minute charge applies

Standard hours:

Nursing

- Daily: 7am – 6pm
- Evening: 6pm – 11pm
- Overnight: 11pm – 7am

Personal care

- Daily: 7am – 6pm
- Evening: 6pm – 11pm
- Overnight: 11pm – 7am
- Handyman: 10am – 3pm

Services exceeding time limits are billed in 15-minute increments.

Additional Notes

All prices include GST where appropriate.

Cancellation of services

To cancel services without being charged, 24 hours notice is required.

Terms and conditions

- Your agreed prices will be reflected in your agreement, and we will consult with you about any proposed price increases.

Accessing Support at Home?

Our friendly team will guide you through the process of applying for the Support at Home program, and help make this a simple and stress-free process for you.

Step 1

Call us on **1800 978 311** to arrange a consultation

Step 2

We will provide instructions on how to complete a simple over-the-phone assessment with My Aged Care

Step 3

An assessor will visit your home to understand your needs and create a support plan

Step 4

Based on the results of your assessment, you will receive a letter confirming your funding classification

Step 5

You'll be placed in the Support at Home Priority System, which ensures those with higher needs receive services sooner

Step 6

Once your funding is available, you'll receive confirmation and can start accessing Support at Home services

Step 7

Our team will then assist you to tailor Support at Home services to your individual needs



Above: Maricel.

Call Ryman's Support at Home team today

1800 978 311 | ryman.com.au

Additional aged-care support

Elder Rights Advocacy

1800 700 600 | era.asn.au

Aged Care Quality and Safety Commission

1800 951 822 | agedcarequality.gov.au

My Aged Care

1800 200 422 | myagedcare.gov.au

