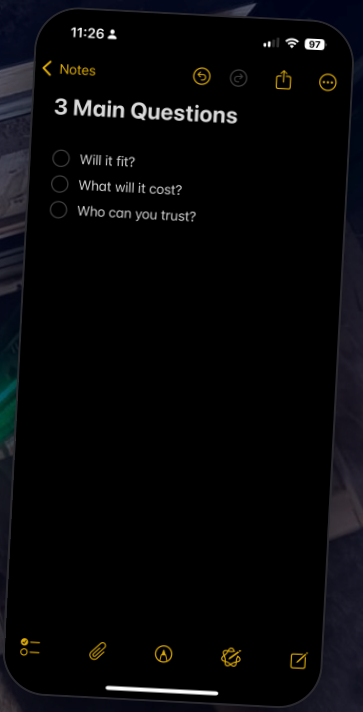
The Straight-Up Guide

Will it fit? What will it cost? Who can you trust?

People ask me these three things at the kitchen table. This guide has my answers. Use it on any lift company, even us.





Liam, Rise Lifts
142+ home lifts installed for other brands.
Now we've got our own.

Most free lift guides say a lift adds value. Then they end with a phone number.



I've put in 142+ home lifts for other brands. People ask me the same three things at every kitchen table. This guide answers them.

PART 1
Will it fit?
Pages 6 to 10

PART 2
What will it cost?
Pages 11 to 15

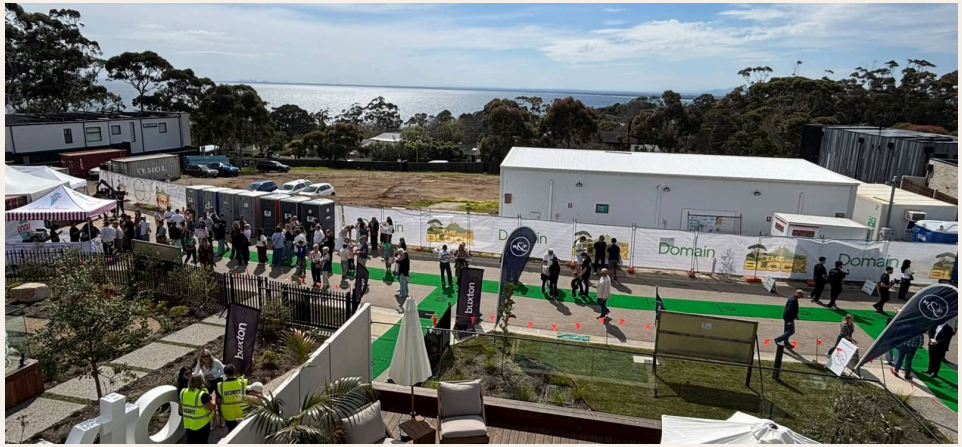
PART 3
Who can you trust?
Pages 16 to 21

Not a quote: every lift is made to fit its house. **Next: are more homes really getting lifts?**

1 in 6

Australians is 65 or older. By 2066 it will be more than 1 in 5.

Four in five Australians over 55 want to stay in their own home. And new homes go up two or three levels, because the blocks are smaller.



Open day at The Block, Mount Eliza, 2026. The five houses have lifts. Not ours: Next Level Elevators supplied and installed them. "They've got elevators in them," the auctioneer told New Idea. Figures from the ABS, the AIHW and Plan for Victoria.

Next: but do you even need one?

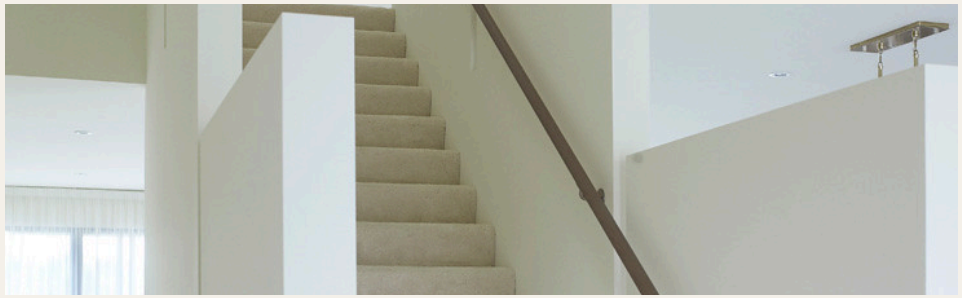
A lift is one of six answers.

Owners online often say: make a bedroom downstairs, or move. Lift companies hardly ever say that.

Stairlift One person who can sit. A straight or gentle stair. **No company publishes a price**	Not for wheelchairs or a tight stair.
Platform lift A short rise: a split level, a few steps. **$20,000 to $50,000, our estimate**	Not floor to floor.
Vacuum or shaftless lift A spot to cut a hole in the floor. **Vacuum about $60,000 and up, our estimate**	Wheelchair sizes exist. They take the room of a home lift like the RISE 300, and cost more.
Home lift, in a shaft or a tower Any home with the space. Wheelchairs. Two to five levels. **$25,000 to $120,000 installed, published**	Needs a spot you can spare.
Bedroom and bathroom downstairs Land, and a plan that allows it. **Get a builder's price**	Not on a narrow block.
Moving to a single-level home When the house itself is the problem. **$80,000 to $230,000 just to move, page 15**	Not if you love the street.

Published ranges, October 2026. **Next: is it now, or later?**

Three questions that tell you when.



1. Who finds the stairs hard today?

- ◯ Nobody
- ◯ Someone, sometimes
- ◯ Someone, every day

2. Where are the main bedroom and a bathroom?

- ◯ Both downstairs
- ◯ One up, one down
- ◯ Both upstairs

3. What's happening to the house?

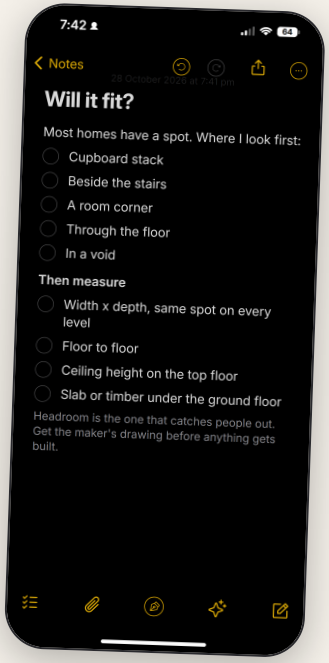
- ◯ Nothing planned
- ◯ A renovation in two years
- ◯ Building now

Mostly on the left	Price a bedroom downstairs first, or look again in a year.
Mostly on the right	Plan now. Start on page 6.
Building now, lift later	Build the space in (page 10).

Full scorecard: worksheet 1 in the pack. **Next: where would it go?**

Most homes have a spot for a lift.



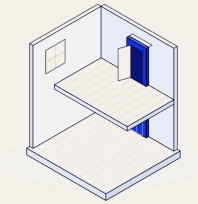


Built in, all you see is a door.

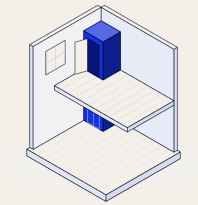
Not a Rise Lifts install. Installed by our team as contractors for another lift company.

The power unit sits near the shaft, and it's small. Put it on the plans.
Next: the five places I look first.

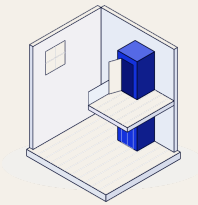
These are the five places I look first.



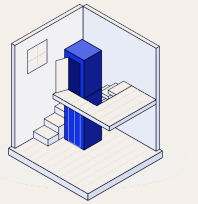
1 Cupboard stack
Two cupboards, one above the other.



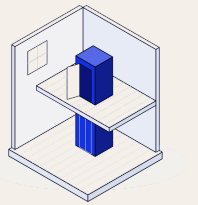
3 A room corner
A corner of two rooms, one above the other.



5 A tall, open space
A tower holds its own rails. No shaft.



2 Beside the stairs
Space the stairs already take up.

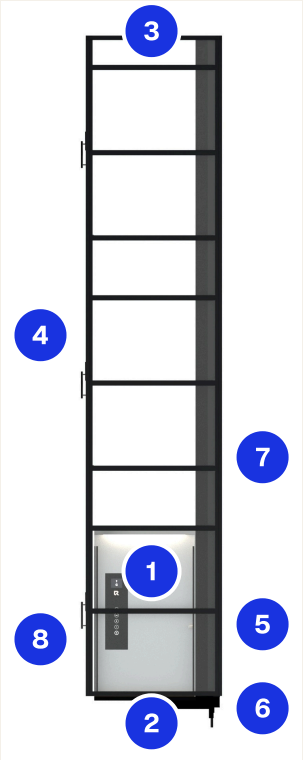


4 Through the floor
An engineer checks an older home first.

Ours: every RISE 300 is made to measure, built in or as a glass tower. The cupboard stack is the cheapest spot to plan into a new build.

Pick up to three spots. The worksheet pack has a column for each.
Next: the eight numbers.

The eight numbers that decide it.



1. **Shaft size, inside** about 1 x 1 m up to 1.6 x 1.6 m
2. **Pit** none to 200 mm
3. **Headroom** 2,225 to 2,600 mm
4. **Floor to floor** tape it down the stairwell
5. **Door opening** 900 to 1,000 mm wide
6. **Power unit** a small unit near the shaft
7. **Power** its own 15A to 30A circuit
8. **Phone** a 4G SIM, plus a booster if reception is bad

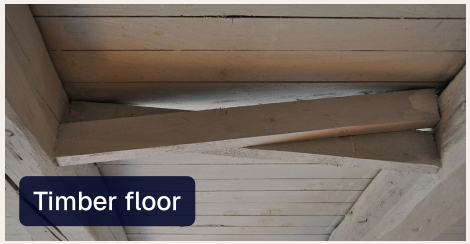
Not to scale, and not your house: build to your supplier's drawing.
Ours: the pit is 150 mm, or 50 mm with a 400 mm ramp into the cabin.

Next: does an older home change this?

The lift is the same. The building work isn't.



Feels solid, no vents outside. A pit means cutting the slab.



Sounds hollow. An engineer frames the hole. The pit is a concrete box below.



Takes the rails. So do filled block, concrete and steel.



Can't take the rails. Your engineer adds steel, or you use a tower.

INSTALLER'S NOTE

Walls don't always line up between floors. I check that first. *Liam*

The shaft top usually goes into the roof space: fine under a roof, not under a bedroom. **Next: when do you decide, if you're building?**

In a build, each lift choice has a deadline.

1 Concept · 2 Design · 3 Permits · **4 Slab** · 5 Frame · **6 Lock-up** · 7 Fit-off · 8 Handover

1. **Choose the spot, the type and the supplier.**
2. **Sign the lift drawings:** shaft, pit, rail wall, openings.
3. **Shaft on the permit drawings.** Order the lift.
4. **Check 1:** the pit against the drawing, before the pour.
5. **Shaft straight and square,** never smaller than drawn.
6. **Check 2:** the lift company measures the finished shaft.
7. **Site ready:** dry, clean, lit, lockable, power on.
8. **Three sign-offs:** lift, electrical, building.

Years away? Build the space in now: stacked cupboards, a covered pit, a wall for the rails. **Next: what will it cost?**

Not a Rise Lifts install. Installed by our team as contractors for another lift company.

$19k to $70k

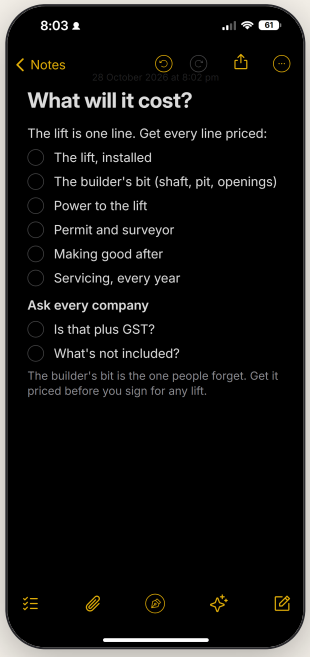
for the same two-stop lift. It depended on what was in the price.

USUALLY IN THE LIFT PRICE

- **The lift,** its doors and controls
- **Delivery** and install
- **Setting up** and testing
- **A warranty**

USUALLY NOT

- **Shaft, pit and openings** (your builder)
- **Power** (your electrician)
- **Permit** and surveyor
- **Making good:** plaster, paint, floors
- **Crane, scaffold,** and GST



Six of the 72 supplier documents we read said what was left out. **Next: the whole job, line by line.**

Six lines, three trades, one total.

1	**The lift, installed and tested** Lift company	$25,000 to $120,000
2	**Shaft, pit, openings and the engineer** Builder	$5,000 to $20,000+
3	**Power to the lift, and switchboard work** Electrician	$500 to $1,000, estimate
4	**Building permit and surveyor** Surveyor	Ask before you sign
5	**Making good: plaster, paint, floors** Builder	Not in the lift price
6	**Getting it in: crane, scaffold** Builder or lift company	Agree who pays first
	Installed total, lines 1 to 6	
+	Servicing, per year after the first	$325 to $1,500
+	Call-out fee, in and out of warranty	Ask, in writing
+	Cabin phone or SIM, in your name	Ask whose name it's in

Ours: from $38,500 + GST in your builder's shaft, or $47,500 + GST as a glass tower (November 2026). **Next: what does it cost to run?**

$85

a month to run one, over ten years. A worked example, every guess shown.



$7,200
Servicing, years 2 to 10, at $800 a year

$1,200
Cabin phone SIM at $10 a month

$1,000
Battery replaced twice (our guess: ask)

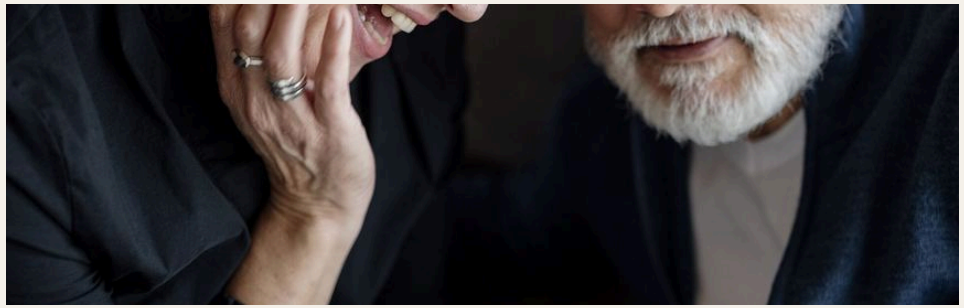
$800
Two call-outs outside warranty

Your ten years

Servicing per year, times nine	
Call-outs: how many, at what fee	
What wears out: batteries, ropes, oil (ask)	
Phone or SIM, insurance and power	
Ten-year running cost, and per month	

$10,200 over ten years in the example, on top of the lift. One in 84 companies we researched publishes a running cost, so ask. **Next: is there help paying for it?**

Four places to ask for help paying.



Step one is an OT.

An occupational therapist checks what you need. Your GP can refer you. All four schemes want that first.

Support at Home (aged care)
Up to $15,000 for home changes, once in a lifetime. Home lifts aren't confirmed. My Aged Care, 1800 200 422.

Veterans (DVA)
Stair, platform and vertical lifts through DVA's suppliers. Approval first, and the lift stays DVA's. 1800 838 372.

NDIS
A lift counts as a complex home change. Paid only where it's reasonable and necessary under your plan.

Victorian schemes
None pays for a home lift. If a company says "rebate", ask for the program's name.

GST is on the next page. **Next: what if you moved instead?**

Moving costs more than people think.



Sell a $1.0M home, buy another at the same price Agent, marketing, conveyancing, removalist, stamp duty	**$78,500 to $105,000**
Sell a $2.4M home, buy another at the same price Stamp duty alone is $136,000	**$182,000 to $227,000**
A two-level home lift, all in Lift, building and electrical work, worked example	**about $65,000**

> GST
>
> Most lift companies take the GST off with a letter from your doctor. NDIS-funded lifts can be GST-free too. Get "GST-free" written on the quote.

Victorian rates, 2024 to 2026. A pensioner or concession card holder pays no duty up to $600,000, once. **Next: who can you trust?**

Walk away if you hear

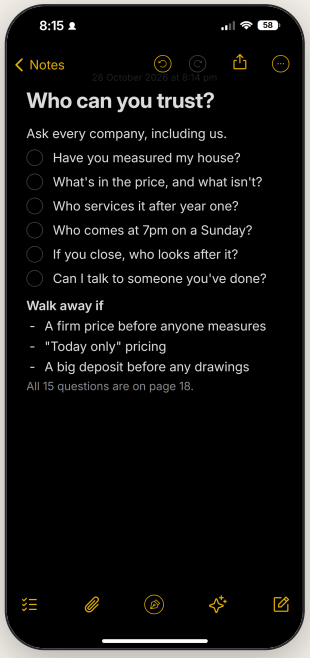
01 "Here's your price."
Before anyone has measured your home. A phone price is a guess.

02 "Today only."
A good price is still good next week.

03 "We'll sort servicing later."
Get the yearly price in writing before you sign.

04 "We need the deposit first."
Drawings first. Then a deposit that starts the order.

05 "It's GST-free, trust us."
Get "GST-free" written on the quote.



Next: what should you ask instead?

15 questions to ask any lift company, including us.

01 **Have you measured my home, or is this a phone price?**
Good answer: "Measured, and here's your drawing."

02 **What's in the price, and what isn't?**
Good answer: a list for them, and one for your builder and electrician.

03 **Who services it after year one, and for how much?**
Good answer: the company that put it in, with the yearly price in writing.

04 **It stops at 7 pm on a Sunday. Who comes, and how fast?**
Good answer: how fast they come, in writing.

05 **Which part of AS 1735 is it designed to?**
Good answer: AS/NZS 1735.18, or 1735.14 or 15 for a platform lift.

06 **If you close, what happens to my warranty and servicing?**
Good answer: others can service it, and you keep the drawings.

07 **What happens in a power cut?**
Good answer: a battery lowers it to a floor and the door opens.

08 **How deep is the pit, and how much headroom?**
Good answer: numbers from their drawing for your home.

Next: seven more, then our answers.

09 **What cancels the warranty?**
Good answer: the written rules, including "operator error" and who decides.

10 **Where are the spare parts, and how long do they take?**
Good answer: a place and a number of days.

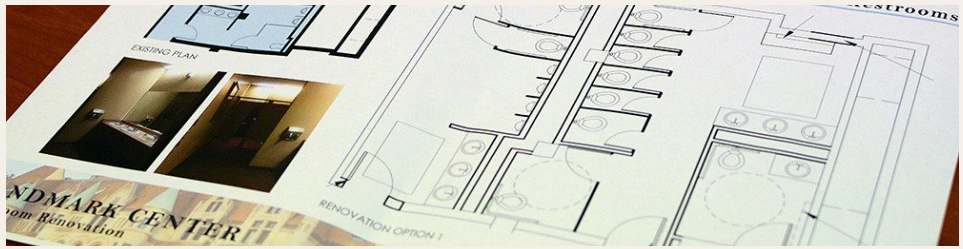
11 **How long will you be in my house?**
Good answer: days on site, and what the builder must finish first.

12 **How do payments work, and what protects my deposit?**
Good answer: each payment tied to a step you can see.

13 **Can I see one working, and phone an owner?**
Good answer: a lift you can see, and an owner's number.

14 **What if I don't like it?**
Good answer: a written fix with a time limit.

15 **What will it cost me to run?**
Good answer: a yearly number. If they can't give one, use page 13.



If a company answers all fifteen straight, put it on your shortlist. **Next: what would we answer?**

Our answers.

Rise Lifts is a Melbourne home lift company run by an installer. The RISE 300 is our first lift.

01 **Measured.** One free visit by an installer. You keep the drawing, a written lift plan and a 3D picture of your lift.

02 **A fixed price for everything we do,** and a list for your builder and electrician. From $38,500 + GST in your builder's shaft, or $47,500 + GST as a glass tower (November 2026).

03 **We do,** every 12 months under RiseCare. The first year is included; after that, the price in writing at your assessment.

04 **The cabin phone gets help straight away.** If it can't be sorted on the phone, a local technician comes out.

05 **The design is verified to AS/NZS 1735.18:2002.**

06 **Any experienced, qualified lift technician can service it.** We put in writing which parts are standard and who keeps the drawings.

07 **A battery lowers the cabin to the lowest landing,** and you step out.

08 **The pit is 150 mm, or 50 mm with a 400 mm ramp into the cabin.** It carries 400 kg, or 5 people, over 2 to 5 levels.

Next: questions 9 to 15.

09 **3 years on parts and labour** while it's serviced every 12 months, and 10 years on the structure under RiseCare. The Australian Consumer Law applies too.

10 **We hold spare parts locally.**

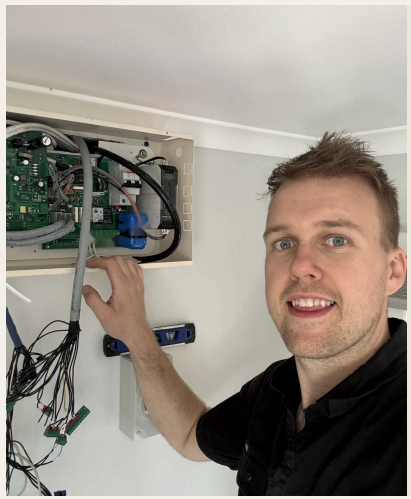
11 **About a week on site.** Usually 10 to 12 weeks from assessment to first ride (October 2026).

12 **A deposit starts the drawings.** Then stages, and the last payment is when it works.

13 **The RISE 300 is our first lift, and we don't have a showroom.** We'll tell you in writing how many are in homes.

14 **Our Love It Guarantee runs 90 days from handover.** Don't love it? We remove the lift and refund what you paid us. It doesn't cover building work, permits or making good.

15 **The yearly price in writing at your assessment,** and every line in the quote worksheet answered before you sign.

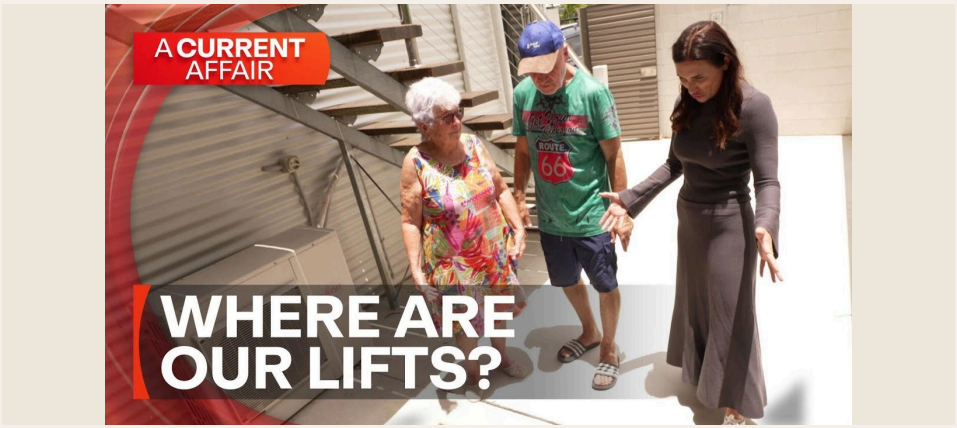


INSTALLER'S NOTE

Every answer above goes in writing at your assessment. If another company gives you more than we do, tell me and I'll fix ours. *Liam*

Next: what protects your money?

Pick a company that will still be around.



Two Australian home lift companies went into liquidation in late 2025. In February 2026, A Current Affair ran a story on retirees who lost their life savings to a lift company. Ask what happens to your deposit, warranty and servicing if the company closes.

Things I'd check before the last payment

- ◯ A copy of the commissioning report
- ◯ The Certificate of Electrical Safety
- ◯ The manual, service schedule, warranty terms, emergency number and door key

Home Warranty insurance doesn't cover a lift bought straight from a lift company. **Next: want us to look at your house?**

RISE LIFTS

Claim your free $450 home lift assessment.

For Victorian homes with two to five levels.

Book my free assessment

One visit to your house, nothing to sign. You keep the drawing, the lift plan and the 3D render, whichever company you choose. Or call 1300 492 003.

Rise Lifts Pty Ltd, ABN 31 699 817 797, hello@riselifts.com. General information, not advice or a quote. Love It Guarantee terms at riselifts.com/love-it-guarantee. Job photos: installed by members of the Rise Lifts team while operating as independent contractors for other lift providers. These photographs demonstrate our installation experience and workmanship. The lifts shown were not supplied by Rise Lifts.