



Support at Home Pricing

from 1 May 2026

Your Guide to Understanding Support at Home Services and Costs

This guide has been developed to support you to make informed choices about your **Support at Home** package. It includes information about the services we provide, the prices that apply, and information about how our services are delivered. It is provided so you can clearly understand what to expect and how your funding could be used. Our team is available to discuss this information with you and tailor your services to meet your individual goals, preferences, and needs.

Pricing Explained

Support at Home providers do not receive additional funding to coordinate and deliver your services. This means they are required to set a single 'unit-price' that covers the cost of all the other essential behind-the-scenes work. The 'unit-prices' listed in this guide cover the worker's time with you as well as other costs such as travel, staff involved in rostering and coordinating our workers, our financial activities such as invoicing and claiming, and time spent on ensuring we meet the programs quality and compliance requirements. You will not be required to pay any additional administrative fees or charges from your package. Please contact us if you would like to know more about how these prices are set or how we can help you plan your services within your quarterly budget.

Care Management

Support at Home packages have a set amount (10% of quarterly budget) put aside to support the coordination of services. This is used for the planning of your care and includes things like organising services, checking-in over the phone, and adjusting your care or budget as your needs change. These activities are called 'Care Management' and are paid for using the 10% of your quarterly budget that has been automatically set aside.

Care Management- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Care Management	\$120.00	\$155.00	\$185.00
Complex Care Management	\$200.00	\$260.00	\$305.00

Clinical Supports

Clinical supports provide you with nursing and allied health services from qualified professionals to help you manage your health needs safely at home. These supports are funded entirely from your Support at Home budget, and you will not be asked to make any out-of-pocket contributions.

Nursing- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Registered Nurse	\$160.00	\$200.00	\$230.00
Enrolled Nurse	\$130.00	\$160.00	\$180.00
Nursing Assistant	\$100.00	\$125.00	\$145.00
Nursing Care Consumables	At cost*		
Service prices listed above include the cost of everyday items such as bandages and antiseptic products. Consumables that are specialised supplies (like oxygen equipment or prescribed skin treatments) are charged at their actual cost.			

Allied Health and Therapeutic Services- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Physiotherapy	\$200.00	\$260.00	\$305.00
Exercise Physiology	\$200.00	\$260.00	\$305.00
Speech Pathology	\$200.00	\$260.00	\$305.00
Dietetics	\$200.00	\$260.00	\$305.00
Occupational Therapy	\$195.00- \$200.00	\$255.00- \$260.00	\$300.00- \$305.00
Psychology	\$200.00	\$260.00	\$305.00
Podiatry	\$270.00	\$345.00	\$405.00
Allied Health Assistance	\$100.00	\$125.00	\$145.00
Note: The price range for Occupational Therapy reflects price difference between <u>direct</u> and <u>indirect</u> service delivery. Note: Prices for any other approved Allied Health services that are not listed in this table would be determined based on availability and location.			

Independence Supports

Independence supports help you stay safe, capable, and confident in your daily life, supporting you to do as much as possible on your own at home or in the community. Your out-of-pocket contributions towards these services are determined by Services Australia and applied by us.

Personal Care – per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Assistance with self-care and ADL's	\$100.00	\$125.00	\$140.00
Assistance with self-administration of medication	\$100.00	\$125.00	\$140.00
Continence management (non-clinical)	\$100.00	\$125.00	\$140.00

Social Support- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Group social support	\$40.00	\$60.00	\$75.00
Individual social support	\$100.00	\$125.00	\$140.00
Accompanied activities	\$100.00	\$125.00	\$140.00
Digital education and support	\$100.00	\$125.00	\$140.00
Assistance to maintain personal affairs	\$100.00	\$125.00	\$140.00

Social support activities where travel exceeds 20km: We have incorporated 20km of travel into the unit prices for accompanied activities listed above. Where additional travel is required, we will charge at the rates specified below:

Activity	Distance	Standard	Saturday	Sunday/PH
Individual Accompanied Activities	20-50km	\$130.00	\$155.00	\$170.00
	50-100km	\$150.00	\$175.00	\$190.00
	>100km	\$200.00	\$225.00	\$240.00

Note: the total duration of the accompanied activity/social support service is charged at the respective rate.

Respite- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Flexible respite	\$100.00	\$125.00	\$140.00
Community and centre-based respite	\$100.00	\$125.00	\$140.00

Transport- per trip

Transport	Standard/Weekday	Saturday	Sunday/Public Holidays
Direct transport (per one-way trip up to 20km)	\$50.00	\$75.00	\$95.00

For one-way trips greater than 20km: We have incorporated 20km of travel into the direct travel prices listed above. Where trips are greater than 20km, we will charge at the rates specified below:

Activity	Distance	Standard	Saturday	Sunday/PH
Direct Transport (one-way trips)	20-50km	\$85.00	\$110.00	\$130.00
	50-100km	\$125.00	\$150.00	\$170.00
	>100km	\$175.00	\$205.00	\$225.00

Everyday Living Supports

Everyday living supports help you manage routine household tasks and daily activities, making it easier and more comfortable to live well at home. Your out-of-pocket contributions towards these services are determined by Services Australia and applied by us.

Domestic Assistance- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
General house cleaning	\$100.00	\$125.00	\$140.00
Laundry services	\$100.00	\$125.00	\$140.00
Shopping assistance	\$100.00	\$125.00	\$140.00
Meal preparation	\$100.00	\$125.00	\$140.00

Home maintenance and repairs- per hour

Services	Standard/Weekday	Saturday	Sunday/Public Holidays
Gardening	\$85.00	Services scheduled on weekdays only	
Assistance with home maintenance and repairs	\$85.00		

Meal Delivery

Meal delivery services provide convenient, ready-to-eat meals delivered to your home, helping you maintain good nutrition without the stress of shopping or cooking.

You can choose meals or meal packs from our trusted third-party providers. Prices include the actual meal cost, plus a small additional fee that covers our support in managing the service—such as overseeing that providers meet their responsibilities under the Aged Care Act and handling the claiming process on your behalf.

Meal Options	
Standard main meal	\$13.50 (contains one standard main meal, including delivery)
Standard meal pack	\$16.50 (contains one standard main meal plus a soup, juice & dessert, including delivery)
<i>If you choose to purchase non-standard meals/meal packs this will be charged 'at cost + 10%'.</i>	

Late Cancellations and/or No Shows

If a scheduled service is not delivered due to short-notice cancellation by you or because you were unavailable, the cost of the service may still be charged to your Support at Home budget, including any of your contributions that would have applied.

If you believe there was a valid reason for the late cancellation, please contact your local care coordinator / care partner as soon as possible.

Financial Hardship

Your financial contributions and any applicable fees will be invoiced monthly and must be paid as outlined in your service agreement. Payments can be made over the phone to DDHHS Community Care or through your local Darling Downs Health hospital.

If you are experiencing financial hardship, or if your financial circumstances change and you are concerned about your ability to pay, please contact us. We can provide information regarding your options.