

Support at home

From November 1 2025, **Support at Home** will replace home care packages. Clinical services will remain fully government-funded but everyday and independence tasks may require a co-payment.

For more information, visit wmq.org.au/reforms or call us on 1800 448 448.

Clinical support	Unit	Normal Weekday 6am - 6pm	Weekday Night	Saturday	Sunday	Public Holiday
Registered nurse	Hour	\$218	\$251	\$288	\$361	\$450
Enrolled nurse	Hour	\$140	\$161	\$185	\$232	\$288
Allied Health Services						
Allied health therapy assistant	Hour	\$144				
Dietitian or Nutritionist	Hour	\$270				
Exercise physiologist	Hour	\$270				
Occupational therapist	Hour	\$333				
Physiotherapist	Hour	\$270				
Podiatrist	Hour	\$270				
Speech pathologist	Hour	\$270				
In centre pricing	Hour	\$235				
Case Management						
Care management	Hour	\$140				
Restorative care management	Hour	\$218				

Independence	Unit	Normal Weekday 6am - 6pm	Weekday Night	Saturday	Sunday	Public Holiday
Personal care	Hour	\$115	\$132	\$152	\$190	\$237
Social support and community engagement	Hour	\$113	\$129	\$149	\$186	\$232
Respite - individual	Hour	\$115	\$132	\$152	\$190	\$237
Respite - group	Hour	\$43				
Respite - overnight**						
Assisted technology		per quote				
Kilometres	Unit	up to 5km	6-10km	11-20km	21-30km	>30km (per 10km)
Transport*	Trip	\$35	\$69	\$109	\$148	\$32

*We'll ensure transport costs are discussed and agreed with you prior to booking. For respite customers who share transport via our bus service within 10km of our centres, the cost of transport is included in the hourly rate, along with meals.

**Overnight "Cottage" respite is no longer eligible for funding through Home Care Package funds under the Support at Home program. Overnight respite can be accessed via the Commonwealth Home Support Package program (CHSP) or under a fee for service arrangement. Please contact us directly to discuss this further.

Everyday Living	Unit	Normal Weekday	Weekday Night	Saturday	Sunday	Public Holiday
Domestic assistance	Hour	\$113	\$129	\$149	\$186	\$232
Home maintenance and repairs	Hour	\$110				
Home maintenance materials				per quote		
Meal delivery	Meal	\$14				
Meal preparation	Hour	\$113	\$129	\$149	\$186	\$232

Transitional customers

Those approved for a Home Care Package after 12 September 2024 will automatically move into the Support at Home program. You will begin paying personal contribution fees, depending on your income and the type of service you receive.

Grandfathered customers

Those approved for a Home Care Package on or before 12 September 2024 will automatically move into the Support at Home program. A “no worse off” rule protects you from higher personal contributions.

Cancellation terms

It is your responsibility to notify Wesley Mission Queensland if you are not available for a scheduled visit. To avoid any charges, please let us know at least 2 business days before your scheduled service time. If notice is given less than 2 business days prior, the full visit fee will be charged to your package, even if the service is not delivered. We do recognise that unexpected situations, such as hospitalisation, may prevent you from contacting us in time. In these cases, please reach out to speak with your Care Partner to discuss your circumstances.

For further information about any of these services please contact your Care Partner or our friendly home care team.

1800 448 448 | contactus@wmq.org.au

