



Support at Home Pricing Schedule Effective 01 November 2025

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Services	Description	Basis	Weekday	Saturday*	Sunday*	Public Holiday *
Clinical Supports – Specialised Services to maintain or regain functional and/or cognitive capabilities. Participant charged for facing time only. **						
Nursing Care	Includes general nursing consumables	Per Hour	\$ 160.00	\$ 190.00	\$235.00	\$ 275.00
Occupational Therapist	In Clinic only	Per Hour	\$214.00	N/A	N/A	N/A
Physiotherapist	In Clinic only	Per Hour	\$214.00	N/A	N/A	N/A
Podiatrist	In Clinic only	Per Hour	\$214.00	N/A	N/A	N/A
Care Management – Support at Home participants who receive ongoing services will have 10% of their quarterly budget set aside for care management. Care Management Activities include care planning, service coordination, monitoring, review and evaluation, support and education. A direct care management Activity must be delivered at least monthly. The minimum engagement of this care management activity is 15 minutes.						
Care Management		Per Hour	\$138.00	N/A	N/A	N/A
Clinical Care Management	Provided by a clinically qualified member of staff.	Per Hour	\$160.00	N/A	N/A	N/A
Assistive Technology and home modifications (AT-HM) All AT-HM costs must be pre-agreed and documented in the client's budget and service agreement. As per the AT-HM Scheme List, including wrap-around services, maintenance and repair.						
AT-HM	As per the AT-HM Scheme List, including wrap-around services, maintenance and repair.					
Medical Supplies ***	Complex Wound care items not considered as general nursing consumables	Pricing pre-agreed and documented in the client's budget and service agreement.				
Continence Aids ***	Continence Aids - Pads			Pkt 16	\$13.00	
	Continence Aids - Pants			Pkt 16	\$33.00	

Services	Description	Basis	Weekday	Saturday*	Sunday*	Public Holiday *
Independence – Supports delivered to help participants manage activities of daily living.						
Personal Care	Assistance with self-care and activities of daily living, Assistance with the self-administration of medication	Per Hour	\$ 115.00	\$ 140.00	\$ 166.00	\$ 195.00
Social Support Individual (SSI)	In-Home, Accompanied Activities	Per Hour	\$ 112.00	\$ 136.00	\$ 162.00	\$ 189.00
Social Support Group (SSG)	Accompanied Group Activities	Per Hour	\$ 56.00	N/A	N/A	N/A
	Craft, Hoy, Melodies, Brain Games, Wed MPC Activities, Wed Seniors Meal Dine-in	Per Hour	\$ 38.00	N/A	N/A	N/A
Digital Education and support		Per Hour	\$ 115.00	N/A	N/A	N/A
Respite Care	Delivered on an individual or group basis, in the home or community.	Per Hour	\$ 115.00	\$ 140.00	\$ 166.00	\$ 195.00
Transport – Individual**** Travel is based on the distance from pick-up location to the destination (one way)	0-10km	Per Trip	\$ 50.00	\$ 56.00	\$ 62.00	\$ 69.00
	11-30km	Per Trip	\$ 99.00	\$ 111.00	\$ 124.00	\$ 137.00
	31-50km	Per Trip	\$ 148.00	\$ 166.00	\$ 186.00	\$ 206.00
	51-95km	Per Trip	\$ 197.00	\$ 221.00	\$ 247.00	\$ 274.00
	96-165km	Per Trip	\$394.00	\$442.00	\$494.00	\$548.00
Transport – Group**** Travel is based on the distance from pick-up location to the destination (one way)	0-10km	Per Trip	\$ 25.00	\$ 28.00	\$ 31.00	\$ 35.00
	11-30km	Per Trip	\$ 50.00	\$ 56.00	\$ 62.00	\$ 69.00
	31-50km	Per Trip	\$ 74.00	\$ 83.00	\$ 93.00	\$103.00
	51-95km	Per Trip	\$ 99.00	\$ 111.00	\$ 124.00	\$ 137.00
	96-165km	Per Trip	\$197.00	\$221.00	\$247.00	\$274.00
Indirect Transport – Taxi Services	Pick up and Destination to be within same Suburb	Per Trip	\$12.50	N/A	N/A	N/A
	Other Destinations	Per Trip	Priced by mutual agreement and documented in the client's budget and service agreement. .			

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Everyday Living – Support to assist participants to keep their home in a liveable state in order to enable them to stay independent in their homes.						
Shopping Assistance (Direct + Indirect)	Including Click & Collect processing of order, shopping/mail pickup and delivery	Per hour	\$ 112.00	N/A	N/A	N/A
General Domestic Support	General house cleaning, laundry services	Per Hour	\$ 112.00	N/A	N/A	N/A
Home Maintenance & Repairs	Including yard maintenance and rubbish removal	Per Hour	\$ 120.00	N/A	N/A	N/A
Meals – Meals on Wheels & Wednesday Seniors Meal Take Away	Raw food component of \$5.00 invoiced privately	Per Meal	\$ 17.50	N/A	N/A	N/A
Lite n Easy Meals*****	Raw food component of 30% of meal costs paid by client to LnE	Per Meal	\$ 17.50	N/A	N/A	N/A
Meal Preparation – in home	Participant to supply ingredients	Per Hour	\$ 112.00	N/A	N/A	N/A
Other Fees						
Cancellation Policy We require you to notify us of any cancellation of services with adequate notice provided. Unless extenuating circumstances exist, the following policy will be applied: -						
Cancellation greater than 24 hours’ notice of scheduled service					No charge	
Cancellation less than 24 hours’ notice of schedule service, within client’s control					Full visit fee	
General Terms - Only approved services as per the participants Notice of Decision can be claimed through the package. - The prices listed above are not out of pocket charges to the participant. The above prices less the participants co-contribution will be claimed through the participants Support at Home package. The WDMPC will invoice the participant their co-contribution as directed by Services Australia (Centrelink). - The above prices relate to services directly provided by the WDMPC or through our preferred Associated Providers/Sub Contractors. Should you choose to use an alternate provider, pricing will be by negotiation and documented in your service agreement. - Services will be claimed in 15 min increments. - All services require two-weeks advance notice, shorter notice may diminish our ability to meet your request. * Weekend services may be available dependant on staff availability by mutual agreement. ** Clinical Supports including wrap around services provided will be negotiated and detailed in your service agreement. *** Funding eligibility for Consumable products is dependent on inclusion in your individual Notice of Decision (clinical assessment) and/or Service Agreement. ****Transport, Please note: - - Staff are entitled to a lunch break which may occur during your travel as well as minimal tasks concurrent to your transport. - Social Support component will accompany the transport charge if the support worker is unable to be scheduled to another service for the duration of your scheduled service. - Where the organisation is unable to provide direct transport the use of taxi vouchers may be the preferred option. ***** Lite n Easy Meals are available for delivery. Please call the centre to check if delivery can be made to your address. - Periodic reviews will be undertaken regarding the cost of delivering services and may require adjustments to fees and charges. Reasonable notice will be provided of any changes to our fee schedule.						
Please refer to Consumer Handbook and Support At Home Service Agreement for further information regarding pricing.						