

Support at Home

Mackay Hospital and Health Service (Home Care Service) is committed to assist participants in maintaining their independence, at home and in the community.

Fee Schedule

Effective 1st November 2025

The Support at Home Program is a Commonwealth Government funded program that helps you live independently in your home and gives you choice and flexibility in the way support services are delivered.

Clinical Supports includes:

Nursing Care

Community based nursing to meet Clinical Needs such as:

- assessing, treating, and monitoring clinical conditions
- administration of medications
- wound care, continence management
- management of skin integrity

Allied Health and other therapeutic service such as:

- dietitian or nutritionist
- occupational therapist
- physiotherapist
- podiatrist
- psychologist
- social worker

Independence includes:

- personal care
- social support and community engagement
- respite
- transport
- assistive technology
- home modifications

Everyday living includes:

- housework and cleaning
- home maintenance and repairs
- meal preparation
- shopping assistance
- yard maintenance

Your health and wellbeing

The Support at Home Program is delivered utilising a wellness and reablement approach.

We work with you to identify what is important to you, agree on your goals and help you plan and take action in achieving your goals. Working within your designated funding level/budget, approved services will be discussed, agreed upon and incorporated into your care plan.

Care Management

Care management is a participant-centred approach to planning, navigating, coordinating, and managing participants current and long-term goals.

We pride ourselves on having a highly skilled local work force who provide a dedicated service to support participants and their families, including:

- regularly assessing your needs, goals, and preferences
- reviewing your home care agreement and care plan with you
- ensuring your care and services align with other supports
- partnering with you and your family or support persons about your care
- ensuring your care and services are culturally safe
- identifying and addressing risks to your health, safety, and wellbeing

With services in Mackay/Sarina/Pioneer Valley, Bowen/Collinsville, Proserpine/Airlie Beach.

Mackay (07) 4852 3340

Proserpine (07) 4813 9405

Bowen (07) 4786 8290



Mackay Hospital and Health Service – Support at Home Fee Schedule					
Service Type	Unit of Cost	Standard Hours	Saturdays	Sundays	Public Holidays
Clinical Supports					
Nursing Care (RN)	per hour	\$160.00	\$200.00	\$230.00	\$230.00
Allied Health	per hour	\$160.00	\$200.00	\$230.00	\$230.00
Allied Health Assistance	per hour	\$98.00	\$123.00		
Care Management (Home Support)	per hour	\$120.00	\$155.00	\$185.00	\$185.00
Independence					
Personal Care	per hour	\$102.00	\$127.00	\$142.00	\$142.00
Social Support	per hour	\$98.00	\$123.00	\$138.00	\$138.00
In Home Respite	per hour	\$98.00	\$123.00	\$138.00	\$138.00
Transport direct local under 20 km	per trip one way	\$55.00	\$75.00	\$105.00	\$105.00
Transport direct rural over 20 km under 50kms	per trip one way	\$75.00	\$95.00	\$135.00	\$135.00
Assistive technology and Home Modifications	Outsourced – as quoted at cost - plus 10% capped @ \$500.00.				
Everyday Living					
Domestic services	per hour	\$98.00	\$123.00	\$138.00	\$138.00
Light Gardening (Mowing)	Per service	\$108.00			
Shopping Assistance	per hour	\$98.00	\$123.00	\$138.00	\$138.00
Meal Preparation	per hour	\$98.00	\$123.00	\$138.00	\$138.00
Equipment	Outsourced – as quoted at cost - plus 10% capped @ \$500.00				
Medical Consumables	Outsourced – as quoted at cost - plus 10% capped @ \$500.00				
Subcontracted Services	Outsourced – as quoted at cost - plus 10% capped @ \$500.00				

Services purchased externally

Individual Services	Standard hours minimum \$	Standard hours maximum\$
Meals - per meal	\$ 15.00	\$ 22.00
Home Maintenance	\$ 80.00	\$ 150.00
Lawn Maintenance – per service	\$ 35.00	\$ 150.00
Garden tidy / maintenance	\$ 50.00	\$ 160.00
Direct Transport	\$ 20.00	\$ 60.00
Nursing	\$ 120.00	\$ 340.00
Specialty Nursing	\$ 110.00	\$ 290.00
Occupational Therapist	\$ 130.00	\$ 230.00
Physiotherapist	\$ 130.00	\$ 230.00
Physiotherapist - Group	\$ 17.00	\$ 150.00
Podiatrist	\$ 85.00	\$ 230.00
Speech Therapist	\$ 130.00	\$ 230.00
Centre based respite	\$ 48.00	\$ 95.00
Diversional Therapist	\$ 85.00	\$ 200.00

Terms and Conditions:

1. Depending on service type rates may be per hour or per service.
2. If the service you require is not on the list please contact the office. We will confirm your approval for services and investigate all options to achieve desired outcomes.
3. The minimum scheduled visit will be 15 minutes for daily living services and 30 minutes for Personal Care increasing by 15-minute increments.
4. All services requiring an unscheduled extension will be charged at 15-minute increments if able to be provided.
5. Direct Transport is per one way trip within 20km radius.
6. Basic consumables such as gloves are included in the above rates.
7. Medication, equipment hire and other consumables are not included in the above rates.
8. Home Visits by Health Professionals may incur a further fee.
9. Notification of any cancellation must be received at least 24 hours prior to commencement of the service or full fee may be incurred.
10. Fees may be adjusted at any time with reasonable notice to you.