

Support at Home | Service Rates and Fees

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service

AGED CARE



Support at Home Service Rate - current at 01.12.2025

For clients within 25 km of either 27-29 Goonoon St Gladstone or 192 Quay St Rockhampton.

Service Category	Service type	Weekdays 6am – 6pm	After Hours 6pm – 9pm	Saturday 8am – 3pm	Sunday 8am – 3pm	Public Holiday
Clinical Supports <i>30-minute minimum charge</i>	Registered Nurse - Gladstone clients	\$175	\$195	\$262	\$307	
	Registered Nurse – Yeppoon, Rockhampton, Gracemere	As per contractor pricelist. Quote to be approved				
	Allied health services – as per contractor pricelist	As per contractor pricelist. Quote to be approved				
	Care Management (<i>15 -minute minimum charge</i>)	\$130				
Independence Supports <i>30-minute minimum charge</i>	Assistance with personal care	\$110	\$130	\$165	\$195	\$275
	Assistance with self-administration of medication	\$110	\$130	\$165	\$195	\$275
	Continence management (non-clinical)	\$110				
	Social Group (Gladstone only includes lunch, transport)	\$150 A day				
	Individual Social support, flexible respite in home	\$110				
	Cultural Support	\$110				
	Accompanied activities Direct transport including 25km	\$135				
	Accompanied activities Direct transport including 50km	\$160				
Accompanied activities Direct transport including over 50km	Price provided on request					
Everyday Living Supports <i>30-minute minimum charge</i>	General House cleaning (includes laundry support)	\$110				
	Shopping with a list including 25km per shift	\$135				
	Meal preparation in home	\$110				
	Lawn Contractor	\$100 per hour. Quote to be approved				



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For clients between 25 km and 50km of either 27-29 Goondoon St Gladstone or 192 Quay St Rockhampton.

Service Category	Service type	Weekdays 6am – 6 pm	After Hours 6 pm – 9 pm	Saturday 8 am – 3 pm	Sunday 8 am – 3 pm	Public Holiday
Clinical Supports <i>30-minute minimum charge</i>	Registered Nurse - Gladstone clients	\$195	\$215	\$292	\$340	
	Registered Nurse - Yeppoon Rockhampton, Gracemere	As per contractor pricelist, Quote to be approved				
	Allied health services – as per contractor pricelist	As per contractor pricelist. Quote to be approved				
	Care Management (<i>15 - minute minimum charge</i>)	\$130				
Independence Supports <i>30-minute minimum charge</i>	Assistance with personal care	\$120	\$140	\$180	\$210	\$300
	Assistance with self-administration of medication	\$120	\$140	\$180	\$210	\$300
	Continence management (non-clinical)	\$120				
	Social Group (Gladstone only includes lunch, transport)	\$160 A day				
	Individual Social support, flexible respite in home	\$120				
	Cultural Support	\$120				
	Accompanied activities, Direct transport including 25km	\$145				
	Accompanied activities, Direct transport including 50km	Price provided on request				
Everyday Living Supports <i>30- minute minimum charge</i>	General House cleaning (includes laundry support)	\$120				
	Shopping with a list including 25km per shift	\$145				
	Meal preparation in home	\$120				
	Lawn Contractor	\$100 per hour. Quote to be approved				

For clients over 50 km of either 27-29 Goondoon St Gladstone or 192 Quay St Rockhampton.

Service Category	Service type	Weekdays 6am – 6pm	After Hours 6pm – 9pm	Saturday 8am – 3pm	Sunday 8am – 3pm	Public Holiday
Clinical Supports <i>30- minute minimum charge</i>	Registered Nurse - Gladstone	\$205	\$225	\$307.50	\$360	
	Registered Nurse over 50kms	As per contractor pricelist. Quote to be approved				
	Allied health services	As per contractor pricelist. Quote to be approved				
	Care Management (<i>15 – minute minimum charge</i>)	\$130				

Independence Supports <i>30- minute minimum charge</i>	Assistance with personal care	\$130	\$150	\$195	\$227	\$325
	Assistance with self-administration of medication	\$130	\$150	\$195	\$227	\$325
	Individual Social support, flexible respite in home	\$130				
	Accompanied activities, Direct transport - 25km and over	Price provided on request				
Everyday Living Supports <i>30- minute minimum charge</i>	General House cleaning (includes laundry support)	\$130				
	Shopping with a list including 25km per shift	\$155				
	Meal preparation in home	\$130				
	Lawn Contractor	\$100 per hour. Quote to be approved.				

Other Information and fees:

Care Management: Care Management Fees cover the cost of arranging your services, including your Care Partner who liaises with you and manages the services in your Support at home funding. Care Management is set at 10% of your funding.

Contribution rates: Services Australia have calculated contribution rates that consumers may be required to pay. Your contributions rates can change, so we encourage all consumers to keep their income and assets information up to date with Services Australia. If you cannot afford your assessed contribution, you can apply for hardship assistance with Services Australia.

Contribution rates will be different for all consumers, and this will be based on when the consumer was assessed and approved for services, what services the consumer is accessing and whether the consumer is a full pensioner, part pensioner or self-funded retiree.

Cancellation fees: Nhulundu Health Service requires 24 hours' notice to be given to cancel services, or the full cost of the service will be billed, except where there is an emergency hospital admission.

Quoted Services: Services indicated on the schedule, 'As per quote' or 'As per brokerage pricelist' will be charged as per the invoice from the supplier, plus a 10% administration charge, which will come from the funding.

Meal Delivery: Meal delivery charges will include a 10% administration charge, which will come from the funding.

Assistive Technology products and services will be as per quoted service plus 10% (or \$500 whichever is lower) as administration / coordination service, which will come from the funding.

Home modifications will be as per quoted service plus 15% (or \$1500 whichever is lower) as administration / coordination service, which will come from the funding.