



Support at Home Rates Card - Townsville

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Effective Date: 1st July 2026

Pricing for common services delivered by Just Better Care staff						
Service type	Service	Weekday	Weeknight	Saturday	Sunday	Public holidays
Independence						
Personal care	Assistance with self-care and activities of daily living	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Assistance with the self-administration of medication	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Continence management (non-clinical)	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
Social Support and Community engagement	Individual social support	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Individual Social Support (Up to 15km Travel)	\$ 145.00	\$ 155.00	\$ 190.00	\$ 245.00	\$ 305.00
	Individual Social Support (15 - 25km Travel)	\$ 160.00	\$ 165.00	\$ 205.00	\$ 265.00	\$ 330.00
	Individual Social Support (25 - 35km Travel)	\$ 170.00	\$ 180.00	\$ 220.00	\$ 285.00	\$ 345.00
	Individual Social Support (35 - 50km Travel)	\$ 185.00	\$ 200.00	\$ 245.00	\$ 320.00	\$ 370.00
	Individual Social Support (51 - 100km Travel)	\$ 225.00	\$ 245.00	\$ 280.00	\$ 315.00	\$ 340.00
	Individual Social Support (101 - 150km Travel)	\$ 245.00	\$ 270.00	\$ 305.00	\$ 345.00	\$ 370.00
	Individual Social Support (151 - 250km Travel)	\$ 285.00	\$ 315.00	\$ 355.00	\$ 400.00	\$ 430.00
	Accompanied Activities Up to 15km	\$ 145.00	\$ 155.00	\$ 190.00	\$ 245.00	\$ 305.00
	Accompanied Activities (15 - 25km Travel)	\$ 160.00	\$ 165.00	\$ 205.00	\$ 265.00	\$ 330.00
	Accompanied Activities (25 - 35km Travel)	\$ 170.00	\$ 180.00	\$ 220.00	\$ 285.00	\$ 345.00
	Accompanied Activities (35 - 50km Travel)	\$ 185.00	\$ 200.00	\$ 245.00	\$ 320.00	\$ 370.00
	Accompanied Activities (51 - 100km Travel)	\$ 225.00	\$ 245.00	\$ 280.00	\$ 315.00	\$ 340.00
	Accompanied Activities (101 - 150km Travel)	\$ 245.00	\$ 270.00	\$ 305.00	\$ 345.00	\$ 370.00
	Accompanied Activities (151 - 250km Travel)	\$ 285.00	\$ 315.00	\$ 355.00	\$ 400.00	\$ 430.00
	Assistance to Maintain personal Affairs	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Assistance to Maintain Personal Affairs (Up to 15km Travel)	\$ 145.00	\$ 155.00	\$ 190.00	\$ 245.00	\$ 305.00
	Assistance to Maintain Personal Affairs (15 - 25km Travel)	\$ 160.00	\$ 165.00	\$ 205.00	\$ 265.00	\$ 330.00
	Assistance to Maintain Personal Affairs (25 - 35km Travel)	\$ 170.00	\$ 180.00	\$ 220.00	\$ 285.00	\$ 345.00
	Assistance to Maintain Personal Affairs (35 - 50km Travel)	\$ 185.00	\$ 200.00	\$ 245.00	\$ 320.00	\$ 370.00
	Cultural support	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Digital education and support	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Assistance to maintain personal affairs	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
Respite	Respite care (per hour)	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
Respite care (sleepover - based on 8hrs at published hourly rate)		\$ 50.00	\$ 50.00	\$ 70.00	\$ 70.00	\$ 80.00
Transport (per trip)	Direct Transport (Up to 15km Travel)	\$ 75.00	\$ 85.00	\$ 95.00	\$ 115.00	\$ 135.00
	Direct Transport (15 - 25km Travel)	\$ 85.00	\$ 90.00	\$ 105.00	\$ 120.00	\$ 140.00
	Direct Transport (25 - 35km Travel)	\$ 90.00	\$ 95.00	\$ 110.00	\$ 125.00	\$ 145.00
	Direct Transport (35 - 50km Travel)	\$ 95.00	\$ 110.00	\$ 125.00	\$ 145.00	\$ 165.00
Everyday living						
Domestic assistance Shopping assistance laundry assistance	General House cleaning	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Laundry services	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
	Shopping Assistance (Up to 15km Travel)	\$ 145.00	\$ 155.00	\$ 190.00	\$ 245.00	\$ 305.00
	Shopping Assistance (16 - 25km Travel)	\$ 160.00	\$ 165.00	\$ 205.00	\$ 265.00	\$ 330.00
	Shopping Assistance (26 - 35km Travel)	\$ 170.00	\$ 180.00	\$ 220.00	\$ 285.00	\$ 345.00
	Shopping Assistance (36 - 50km Travel)	\$ 185.00	\$ 200.00	\$ 245.00	\$ 320.00	\$ 370.00
Meals	Meal preparation	\$ 135.00	\$ 150.00	\$ 180.00	\$ 235.00	\$ 275.00
Clinical supports						
Nursing care	Registered Nurse	\$240.00	\$260.00	\$310.00	\$350.00	\$385.00
Care management	Non-clinical care management	\$ 130.00	N/A	N/A	N/A	N/A
	Clinical care management	\$ 185.00	N/A	N/A	N/A	N/A
	Restorative care management	\$ 185.00	N/A	N/A	N/A	N/A
Pricing for common services delivered by associated provider						
Everyday living						
Home maintenance and repairs		\$ 150.00	Meal Delivery/Service Fee (per meal price inclusive of preparation, excluding ingredients)		Small	\$5.50
Gardening/ Lawn Mowing		\$ 150.00			Medium	\$12.50
					Large	\$18.50
					Extra Large	\$27.50
Clinical supports						
Aboriginal and Torres Strait Islander health worker		N/A	Occupational therapist		\$250.00	
Aboriginal and Torres Strait Islander health practitioner		N/A	Physiotherapist		\$250.00	
Allied health therapy assistant		N/A	Podiatrist		\$180.00	
Counsellor or psychotherapist		\$250.00	Psychologist		\$250.00	
Exercise physiologist		\$250.00	Speech pathologist		\$200.00	
Independence						
Chiropractor		\$200.00	Art therapist		\$250.00	
Remedial Massage		\$180.00	Osteopath		\$180.00	

Prices are per hour, unless otherwise specified

Cancellation policy:

As per Support at Home Service Cancellations Policy POSM015.

Just Better Care defines short notice cancellation in line with the Support at Home Program Manual as occurring two (2) business days or less before the scheduled service and includes cancellations occurring at the door' and 'no shows'. A 'no show' includes a participant not responding to or being present at the agreed