



Support at Home Program

Effective 1st January 2026

Townsville – Charters Towers – Brisbane

Support services delivered under your Consumer Directed Care Plan may be accessed internally by We2Care staff or through approved external providers. Other services may include but not be limited to nursing, allied health, aids, equipment and home modifications. Services sourced through external providers attracts individual pricing.

Internal We2Care Support Services Model of Care may incur a 1-hour minimum engagement.

Please discuss with your Service Delivery Manager for options suitable to your assessed need and supports available.

Government Funding Levels

Support at Home Program

Level	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Quarterly Budget	\$2,682.75	\$4,008.61	\$5,491.43	\$7,424.10	\$9,924.35	\$12,028.58	\$14,537.04	\$19,526.59
Annual Budget	\$10,731.00	\$1,6034.45	\$21,965.70	\$29,696.40	\$39,697.40	\$48,114.30	\$58,148.15	\$78,106.35
Care Mgmt. Monthly	\$91.67	\$133.33	\$183.33	\$250.00	\$333.33	\$400.00	\$483.33	\$650.00

Quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in July each year in line with indexation. ***Exclude income tested fee and additional subsidies and supplements**

Home Care Package Annual Budget

Level	Level 1	Level 2	Level 3	Level 4
Quarterly Budget	\$2,746.63	\$4,829.86	\$10,513.83	\$15,939.55
Annual Budget	\$10,986.50	\$19,319.45	\$42,055.30	\$63,758.20
Care Mgmt. Monthly	\$91.55	\$161.00	\$350.46	\$531.32

Quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in July each year in line with indexation. ***Exclude income tested fee and additional subsidies and supplements**

We2Care Fee Guide (Support at Home – 2 hr service onwards – hourly cost)

	Personal Care	Household Tasks	Social Community	In-Home Respite	Meal Prep	Respite overnight (8pm to 6am)
Weekday (6am–8pm)	\$102	\$102	\$102	\$102	\$102	N/A
Weekday (8pm-6am)	\$124	\$124	\$124	\$124	\$124	\$340
Weekend (Sat)	\$143	\$143	\$143	\$143	\$143	\$414
Weekend (Sun)	\$162	\$162	\$162	\$162	\$162	\$552
Public Holiday	\$166	\$166	\$166	\$166	\$166	\$664

We2Care Fee Guide (Support at Home Program – 1 hr service up to 2 hrs)

	Personal Care	Household Tasks	Social Community	In-Home Respite	Meal Prep	Respite overnight
Weekday (6am–8pm)	\$122	\$122	\$122	\$122	\$122	N/A

Transport

Direct transport: A travel fee will be added to the service rate when a caregiver provides transport to help you get to your usual activities.

0-20 KMs	\$30
20-50 KMs	\$75
50-100 KMs	\$150
100-150 KMs	\$225
150 KMs plus	Please speak to your Service Delivery Manager for a quote.

Indirect transport:

Taxi or rideshare costs cannot be pre-quoted and will be charged as per the invoice, plus an administrative fee.

We2Care Internal Nursing Hourly Rates

	RN (internal CT)	EN (Internal CT)	Nursing Assistant
Weekday	\$175	\$140	\$110

Assistive Technology & Home Modifications (AT-HM)

Tier	Low	Medium	High
Funding Cap	\$500	\$2,000	\$15,000

**Fees calculated and charged per calendar month*

Additional Services

Allied Health, Domestic, Gardening and Meals services may not be provided directly by We2care, but can be coordinated and provided by our Approved Service Provider partners. Service will be discussed and quoted at the time of booking. We2care will apply an administrative fee of up to 10%.

Cancellation

A late cancellation or no show applies when a participant gives less than 2 business days' notice to cancel a scheduled support shift. In such cases, the full-service fee will be charged.

Support Categories & Service Descriptions

Category	Service	Description
Clinical Supports <i>(Nil client contribution)</i>	Care Management	A service manager helps plan and coordinate your care, including support planning, coordination, monitoring, advocacy, and education.
	Nursing Care	Provided by Registered or Enrolled Nurses, Nursing Assistants, and may include nursing consumables.
	Allied Health & Therapeutic	In-home or community-based services such as Physiotherapy, Occupational Therapy, Dietetics, Podiatry, Social Work, and Counselling.
Independence Supports <i>(Client contribution is determined by Services Australia)</i>	Domestic Support	Light cleaning, laundry, ironing, and shopping (accompanied or unaccompanied).
	Meals	Assistance with meal preparation or ordering pre-prepared meals. *All clients will have a minimum of 30% out of pocket if ordering prepared meals.
	Gardening	Light gardening for safety and access, e.g., lawn mowing, pruning, yard clearance.
Everyday living Supports <i>(Client contribution is determined by Services Australia)</i>	Personal Care	Help with self-care, daily activities, medication assistance, and continence care (non-clinical).
	Respite Care	Temporary in-home or overnight support for carers
	Community Engagement & Social Support	Support to engage in local activities and companionship

