



Support at Home price guide

Queensland

Amplar Home Health Pty Ltd ACN 008 193 100 is a registered provider delivering services under the Support at Home program. For the purposes of this document, Amplar Home Health Pty Ltd is referred to as Amplar Health.

This guide outlines the Support at Home services available through Amplar Health in Queensland, including our fees, charges and service options.

If you have any questions, please contact us on 1300 725 561 Monday - Friday 9.00am to 5.00pm (excluding public holidays) or email agebetter@amplarhealth.com.au.

A few things to know

- All prices are in Australian dollars and include GST where applicable.
- Prices apply to services delivered in Queensland.
- Prices and information in this guide are current as of November 2026.
- Care Management is charged at 10% of the total Support at Home classification.
- We may update this guide from time to time and will notify customers of any applicable pricing changes in accordance with your Service Agreement.
- Public holiday pricing applies to public holidays in Queensland.
- Clinical services delivered by Amplar Health are charged at fixed rates shown in this guide.
- Some services are delivered through our trusted provider network. Pricing for these services may vary based on provider and location.

Understanding fees and charges

Cancellation fees

If you cancel a scheduled service with less than one business day's notice, a cancellation fee of up to 100% of the scheduled service cost may apply. We may waive the cancellation fee if there are reasonable grounds, for example an unexpected health incident.

Additional costs

If you choose to access social support to help keep you connected, please be aware that Support at Home funding covers the staff time and transport assistance. It does not include general expenses, such as the cost of tickets, parking fees, meals or memberships.

Bring your own (BYO) provider administration fee

If you choose your own provider, a provider management charge of 10% may apply to the provider's service rate. This fee covers the work required to safely onboard, credential, monitor and manage external providers to ensure they meet quality, compliance and safety requirements. Any applicable administration fees will be discussed with you before services commence.

Helping you make the most of your funding

Our flexible model is designed to give you greater choice and control while helping you maximise the value of your Support at Home funding. Our approach means:

- Peace of mind, knowing that your nursing and allied health services are delivered by Amplar Health’s own team of qualified health professionals.
- Flexibility to access our trusted provider network for independence and everyday living supports, such as house cleaning, at competitively negotiated rates.
- The option to use your own provider that you know and trust, with support from us.

Indicative prices are provided as a guide only. Once your services have been agreed and providers have been selected, your Care Partner will prepare a personalised budget showing the actual rates that apply to your services. You will have the opportunity to review and approve this budget before services commence.

Understanding how services are delivered

At Amplar Health, we believe you should have choice and control over how your services are delivered.

Some services are delivered directly by Amplar Health. Other services can be accessed through our trusted provider network or through a provider of your choosing.

Amplar Health	Trusted provider network	Bring your own (BYO) provider
Amplar Health directly delivers a range of clinical services including care management, nursing services and allied health services, including physiotherapy, occupational therapy, dietetics, and other allied health services. For these services, the prices shown in this guide are fixed rates set by Amplar Health.	For many additional clinical supports, independence services and everyday living supports, Amplar Health can connect you with providers from our trusted network. These providers have been selected based on quality, safety and service standards.	If you already have a provider you know and trust, you may choose to continue using them. Amplar Health will work with you to onboard the provider and ensure they meet program quality and compliance requirements. Provider pricing may vary depending on the provider and location.

Service delivery options

	Amplar Health	Trusted provider network	BYO provider
Service provider	Amplar Health	Amplar Health approved provider	Provider chosen by you
Price	Fixed – set by Amplar Health	Indicative – you will be provided with confirmed pricing for your approval before your services commence	Variable – determined by your own provider
Compliance oversight	Amplar Health	Amplar Health	Amplar Health
Administration fee	Included	Included	10% administration fee may be added to the provider's hourly service rate

Indicative prices are provided as a guide only and may vary depending on the provider selected, service requirements and location. Once your services have been agreed and providers have been selected, your Care Partner will prepare a personalised budget showing the actual rates that apply to your services. You will have the opportunity to review and approve this budget before services commence.

Clinical Supports

Delivered directly by Amplar Health

Access healthcare services designed to support your health, wellbeing and independence. Delivered by qualified Amplar Health professionals, these services can help you recover from illness or injury, manage ongoing health conditions, and continue living well at home with confidence.

Prices shown are charged at fixed rates.

Nursing care

Service type	Duration	Standard hours (8am – 6pm)	After hours (weekdays)	Saturday	Sunday	Public holiday
Registered nurse	1 hour	\$180.00	\$207.00	\$270.00	\$315.00	\$360.00
	30 mins	\$140.00	\$161.00	\$210.00	\$245.00	\$280.00
Enrolled nurse	1 hour	\$145.00	\$166.75	\$217.50	\$253.75	\$290.00
	30 mins	\$125.00	\$143.75	\$187.50	\$218.75	\$250.00
Specialist registered nurse	1 hour	\$220.00	\$253.00	\$330.00	\$385.00	\$440.00
	30 mins	\$170.00	\$195.50	\$255.00	\$297.50	\$340.00

Allied health

Service	Duration	Standard hours
Physiotherapist	1 hour	\$195.00
Occupational therapist	1 hour	\$195.00
Podiatrist	1 hour	\$195.00
Dietitian	1 hour	\$195.00

Standard hours for allied health delivery are Monday - Friday 9.00am to 5.00pm. Services are available during standard hours only.

Care management

Care management fees cover our ongoing coordination of your services, including a dedicated Care Partner who will work alongside you to ensure your care plan reflects your goals and preferences.

Service	Duration	Standard hours
Care management	1 hour	\$150.00
Restorative care pathway care management	1 hour	\$160.00

Standard hours for care management delivery are Monday - Friday 9:00am to 5:00pm.

Additional clinical supports

Delivered through provider network or approved BYO provider

Some people may benefit from additional therapeutic services to support their health, mobility and wellbeing. This can include allied health and other specialist services tailored to your needs, goals and circumstances.

Prices shown are indicative and may vary based on provider and location.

Service	Duration	Indicative rate
Personal care	1 hour	\$110.00
Assistance with self-care and activities of daily living	1 hour	\$110.00
Assistance with self-administration of medication	1 hour	\$110.00
Continence management (non-clinical)	1 hour	\$110.00

Exercise physiologist	1 hour	\$200.00
Psychologist	1 hour	\$255.00
Social worker	1 hour	\$240.00
Speech pathologist	1 hour	\$270.00
Music therapist	1 hour	\$220.00

Independence

Delivered through provider network or approved BYO provider

Build confidence and maintain the skills you need to continue living independently at home. These services provide practical support with everyday activities, helping you remain capable and connected to your community.

Prices shown are indicative and may vary based on provider and location.

Social support and community engagement

Service	Duration	Indicative rate
Group social support	1 hour	\$120.00
Individual social support	1 hour	\$120.00
Accompanied activities	1 hour	\$125.00
Cultural support	1 hour	\$160.00
Digital education and support	1 hour	\$125.00
Assistance to maintain personal affairs	1 hour	\$110.00

Therapeutic services for independent living

Service	Duration	Indicative rate
Acupuncturist	1 hour	\$175.00
Chiropractor	1 hour	\$140.00
Diversional therapist	1 hour	\$190.00
Remedial masseuse	1 hour	\$180.00

Art therapist	1 hour	\$240.00
Osteopath	1 hour	\$185.00

Respite

Service	Duration	Indicative rate
Flexible respite	1 hour	\$120.00
Community and centre-based respite	1 hour	\$190.00

Transport

Service	Duration	Indicative rate
Direct transport	Per trip	\$40.00
Indirect transport	Per trip	\$40.00

Other therapeutic services, assistive technology and home modifications may also be funded through the Support at Home program where eligibility requirements are met.

Everyday living

Delivered through provider network or approved BYO provider

A little extra help with day-to-day tasks can make it easier to stay comfortable and independent at home. Services can include help with household chores, meal preparation, shopping, transport and social activities, so you can focus on what matters most to you.

Prices shown are indicative and may vary based on provider and location.

Domestic assistance

Service	Duration	Indicative rate
General house cleaning	1 hour	\$110.00
Laundry services	1 hour	\$110.00
Shopping assistance	1 hour	\$110.00

Home maintenance and repairs

Service	Duration	Indicative rate
Gardening	1 hour	\$110.00
Assistance with home maintenance and repairs	1 hour	\$110.00

Additional materials and trade costs may apply.

Meals

Service	Duration	Indicative rate
Meal delivery	Per meal	\$20.00
Meal preparation	1 hour	\$110.00

Contact us

1300 725 561

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Amplar Health is a business of Medibank Health Solutions Pty Limited ACN 078 934 791 and part of the Medibank Group. Support at Home services are delivered by Amplar Home Health Pty Ltd ACN 008 193 100 and Amplar Allied Health Pty Ltd ACN 155 277 919.

