

Support Services Table of Costs

Effective 1 August 2025

Support Services Table of Costs

This table of costs includes the following services:

- Personal Care Services
- Attendant Care Services
- Home Care Services (including domestic services, gardening, and home maintenance).

Quick reference table – Common Item Numbers

Item number	Description (High level)	Insurer prior approval required	Fee – GST not included
300309	Ambulance Transport – Non QAS – Initial Transportation	No	
300310	Ambulance Transport – Non QAS – Subsequent Transportation	No	
300190	Dietary Assessment	Yes (see table below)	\$136/session
300198	Personal Care Assistance	Yes (see table below)	\$60/hr pro-rata
1000245	Attendant Care Standard Weekday - Daytime	Yes (see table below)	\$68/hr (pro-rata)
1000246	Attendant Care Standard Weekday - Evening	Yes (see table below)	\$74/hr (pro-rata)
1000247	Attendant Care Standard Weekday - Night	Yes (see table below)	\$75/hr (pro-rata)
1000248	Attendant Care Standard - Saturday	Yes (see table below)	\$94/hr (pro-rata)
1000249	Attendant Care Standard – Sunday	Yes (see table below)	\$121/hr (pro-rata)
1000250	Attendant Care - Public Holiday	Yes (see table below)	\$149/hr (pro-rata)
1000251	Attendant Care - Assistance with Self-Care Activities - Night-Time Sleepover (includes up to two hours of active supports)	Yes (see table below)	\$279 maximum fee payable ^
1000252	Attendant Care – Program Establishment Fee	Yes (see table below)	\$1,389 (1 off flat fee)
300200	Diversional Therapy Program	Yes (see table below)	\$53/hr (pro-rata)
300201	Home Care Services - Domestic Assistance	Yes (see table below)	\$56/hr (pro-rata)
1000253	Home Care Services – Garden Maintenance	Yes (see table below)	\$56/hr (pro-rata)
1000254	Home Care Services – Home Maintenance	Yes (see table below)	\$56/hr (pro-rata)

300202	Literacy Skills	Yes (see table below)	Negotiate with insurer
--------	-----------------	-----------------------	------------------------

^ **Maximum fee payable** – this item number allows for overnight attendant care services to be delivered for up to 8 hours or more. It should be charged on a pro-rata basis if less than 8 hours of care is provided. Please refer to lower descriptors for specific rules of use.



You can click on the item numbers in the table to view details.

Item number / service	Description
300309 Ambulance Transport – Non QAS – Initial Transportation Insurer prior approval required No Fee – GST not included ¹	Transport provided immediately after the work-related injury or condition is sustained.
300310 Ambulance Transport – Non QAS – Subsequent Transportation Insurer prior approval required No Fee – GST not included ¹	Subsequent transport must be certified in writing by a doctor as necessary because of the worker's physical condition resulting from a work-related injury or condition.
300190 Dietary Assessment Insurer prior approval required Yes Fee – GST not included ¹ \$136 per session	Consultation to evaluate dietary issues and objective tests to formulate an intervention plan focused on a return-to-work goal. Prior approval required before providing service. Services must be provided by a person with a tertiary degree in dietetics.

[300198](#) Personal Care Assistance

Insurer prior approval required Yes

Fee – GST not included¹ \$60 per hour (charged pro-rata as a fraction of an hour)

Prior approval is required before providing this service.

Provided through an agency - includes services for injury/wound care, personal hygiene and grooming etc. where the worker is living at home and has been assessed as incapable (for physical, cognitive, or emotional reasons) of undertaking these tasks and has no family or other social support network. Generally, a limited service.

An Occupational Therapist assessment may be required.

Day rate: \$60 per hour.

Weekend rate: \$88 per hour including very remote locations

[300200](#) Diversional Therapy Program

Insurer prior approval required Yes

Fee – GST not included¹ \$53 per hour (charged pro-rata as a fraction of an hour)

Prior approval is required before providing this service.

Services to be provided by a diversional therapist at a nursing home including therapeutic activities. Services must be provided by a person with a minimum of an Associate Diploma in Diversional Therapy.

The service should only be used under the supervision of an occupational therapist, who has recommended therapeutic activities as part of the overall treatment program.

[300201](#) Home Care Services- Domestic Assistance

Insurer prior approval required Yes

Fee – GST not included¹ \$56 per hour (charged pro-rata as a fraction of an hour)

Prior approval is required before providing this service.

Provided through an agency - includes cleaning, shopping, and washing etc. where the worker is living at home and has been assessed by an occupational therapist as incapable of undertaking these tasks (for physical, cognitive, or emotional reasons) and has no family or other social support network.

Note: weekend and public holiday rates may be negotiated with the insurer.

1000253 Home Care Services- Garden Maintenance		Prior approval is required before providing this service.
Insurer prior approval required	Yes	Provided through an agency - includes basic gardening assistance. where the worker is living at home and has been assessed by an occupational therapist as incapable of undertaking these tasks (for physical, cognitive, or emotional reasons) and has no family or other social support network.
Fee – GST not included ¹	\$56 per hour (charged pro-rata as a fraction of an hour)	Note: <i>Yard maintenance (lawn mowing, light pruning, and rubbish removal) is limited to work ordinarily required for an average residence and excludes excessive or high frequency maintenance work. See further information below.</i>
1000254 Home Care Services- Home Maintenance		Prior approval is required before providing this service.
Insurer prior approval required	Yes	Provided through an agency - includes basic home maintenance. where the worker is living at home and has been assessed by an occupational therapist as incapable of undertaking these tasks (for physical, cognitive, or emotional reasons) and has no family or other social support network.
Fee – GST not included ¹	\$56 per hour (charged pro-rata as a fraction of an hour)	Note: <i>Home and garden maintenance services exclude services or works that are ordinarily undertaken by a skilled tradesperson (for example carpentry services for home repairs, painting services, electrical and plumbing services, roofing repair services). See Further information below.</i>
300202 Literacy Skills		Prior approval is required before providing this service.
Insurer prior approval required	Yes	Private tutoring by a qualified tutor to improve literacy skills for job placement prospects.
Fee – GST not included ¹	Negotiate with insurer	Program should be limited to achieving a base level of competency – up to four (4) to six (6) weeks. Typically, literacy services are provided through the local TAFE or appropriately qualified private literacy services.

1. Rates do not include GST. Check with the [Australian Taxation Office](#) or your tax advisor if GST is applicable.
2. WorkCover Queensland encourages the adoption of the nationally recognised [Clinical Framework for the Delivery of Health Services](#) when treating a worker with a work-related injury or condition.
3. [A Provider Management Plan](#) (PMP) template is available on the [Workers' Compensation Regulatory Services' website](#).

Ambulance Transport (non-QAS) (Item number 300309, 300310)

Under s219 of the Act, the insurer must pay the cost of a worker's ambulance transportation provided (either provided by the Queensland Ambulance Service or another service), irrespective of distance, for:

- transportation, first provided immediately after the injury is sustained. Transportation must be from the place where the injury is sustained to a place where appropriate medical treatment is available to seek the treatment.
- transportation subsequently provided. There must be certification in writing by a doctor stating such transportation is necessary because of the workers' physical condition resulting from the injury.

Note: insurers are not required to pay for Queensland Ambulance Services (QAS) transportation—payment is covered under a workers' compensation grant.

[Click to return to table](#)

Dietary Consultation (Item number 300190)

Services must be provided by a person with a tertiary degree in dietetics.

A consultation may include all or some of the following elements:

- **Subjective (history) assessment** – consider major symptoms and lifestyle dysfunction; current and past history and treatment; aggravating and relieving factors; general health, medication, and risk factors.
- **Objective assessment** – where appropriate, use standardised outcome measurements to provide a baseline prior to commencing treatment.
- **Assessment results (prognosis formulation)** – provide provisional prognosis for treatment, limitations to function and progress for return to work.
- **Treatment (intervention)** – formulate and discuss the treatment goals and expected outcomes with the worker; goal setting; strategies to improve return to work with the worker. Advise the worker on self-management strategies.
- **Reassessment (subjective and objective)** – evaluate the progress of the worker using outcome measures that are relevant, reliable, and sensitive assessment. Compare against the baseline measures. Identify factors compromising outcomes and treatment goals. Identify factors compromising treatment outcomes and implement strategies to improve the workers' ability to return to work and normal functional activities. Actively promote self-management (such as ongoing exercise programs) and empower the worker to play an active role in their rehabilitation.
- **Clinical recordings** – record information in the workers' clinical records, including the purpose and results of procedures and tests.
- **Communication (with the referrer)** – communicate any relevant information for the worker's rehabilitation to the insurer. Acknowledge referral and liaise with the treating medical practitioner about treatment.

[Click to return to table](#)

Standard Attendant Care Services, Support services and Home Care Services (Items 300198, 300201, 1000245, 1000246, 1000247, 1000248, 1000249, 1000250, 1000251, 1000252, 1000253, 1000254)

Please note: All services require prior approval by the insurer.

A service must relate directly to the accepted work-related injury/ies and be considered a necessary and reasonable expense under the Workers' Compensation and Rehabilitation Act 2003 (the Act).

Services approved must relate to the care of a worker and not extended to family or support networks.

Personal services will only be approved for a brief period in which a worker is unable to function independently. It's important to always focus on increasing a worker's independence. When reviewing a proposed service, consider if there is equipment and/or aid to support a worker in completing the activity independently.

Serious Personal Injury and complex injury claims, as assessed by an appropriately qualified assessor may require ongoing arrangements with care and support services to support complex support needs. (Spinal Cord Injury, Traumatic Brain Injury, Brachial Plexus Injury, Serious Burns, Inhalation Burns resulting in permanent respiratory impairment, Blindness, Amputations, and some other complex injuries) Please refer to High Intensity Attendant Care below.

Where the claims do not require High Intensity Attendant Care, WorkCover will apply the Support Services Table of Costs rates i.e. Standard Attendant Care.

Standard Attendant Care Services

Attendant Care Weekday Support

1000245	Weekday Daytime Support is any support to a participant that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless it is a Public Holiday or Night-time Sleepover Support).
1000246	Weekday Evening Support is any support to a participant that starts after 8:00 pm and finishes at or before midnight on a single weekday (unless it is a Public Holiday or Night-time Sleepover Support).
1000247	Weekday Night Support ** is any support to a participant that commences at or before midnight on a weekday and finishes after midnight on that weekday or commences before 6:00 am on a weekday and finishes on that weekday (unless it is a Public Holiday, Saturday, Sunday, or Night-time Sleepover Support).

Attendant Care Saturday Support

1000248	Saturday Support is any support to a participant that starts at or after midnight on the night prior to a Saturday and ends before or at midnight of that Saturday (unless it is a Public Holiday or Night-time Sleepover Support).
---------	--

Attendant Care Sunday Support

1000249	Sunday Support is any support to a participant that starts at or after midnight on the night prior to a Sunday and ends before or at midnight of that Sunday (unless it is a Public Holiday or Night-time Sleepover Support).
---------	--

Attendant Care Public Holiday

1000250	Public Holiday Support is any support to a participant that starts at or after midnight on the night prior to a Public Holiday and ends before or at midnight of that Public Holiday (unless it is a Night-time Sleepover Support).
---------	--

Attendant Care Night-time Sleepover

1000251	Night-time Sleepover Support ** is any support to a participant delivered on a weekday, a Saturday, a Sunday, or a Public Holiday that: • Commences before midnight on a day and finishes after midnight on that day; and • Is for a continuous period of eight (8) hours or more; and • The worker is allowed to sleep when they are not providing support.
1000252	Establishment fee – one off set up fee for complex attendant care program of going support services. (Where more than 20hrs of care per week is required for 3 or more consecutive months).

**This support provides a participant with assistance with, or supervision of, personal tasks of daily life where overnight support is needed, but the caregiver can sleep when not required to provide support. This support applies to any day of the week and on public holidays. This support item includes up to two hours of active supports provided to the participant for the duration of the period. Providers may claim for the third or additional hour at Saturday rates on weekdays, or at applicable rates on other days (Saturday, Sunday, or Public Holidays).

Service requests may include but are not limited to:

- Personal care services (i.e. via a commercial provider)
- Support in accessing the community
- High intensity supports for complex medical needs
- Home care services e.g. property maintenance services, garden maintenance services and domestic assistance services, including shopping and food preparation, cleaning, washing, and ironing.

Please note: Home and garden maintenance services exclude services or works that are ordinarily undertaken by a skilled tradesperson (for example - carpentry services for home repairs, painting services, electrical and plumbing services, roofing repair services).

Please note: Yard maintenance (lawn mowing, light pruning, and rubbish removal) is limited to work ordinarily required for an average residence and excludes excessive or high frequency maintenance work.

High Intensity Attendant Care Services

High intensity supports refers to personal care services that require professional skills, training, and expertise. Like attendant care services, high intensity supports may be delivered while the participant/injured worker is at home or away from home and in the community.

The National Injury and Insurance Scheme (NIISQ) Agency may fund high intensity supports for a participant who has complex medical needs. High intensity supports may be provided by a person who has significant experience and understanding of health needs and who may be:

- suitably trained attendant care workers
 - assistant in nursing
 - enrolled nurse
 - endorsed enrolled nurse
 - registered nurse
 - clinical nurse or nurse practitioner.

The appropriate provider of high intensity supports depends on a participant's/injured workers individual circumstances and must be consistent with the NISQ Agency's policies which apply to providers.

High intensity supports may be appropriate where a participant requires the following in relation to their accepted injury:

- catheter changes
- complex bowel care such as an enema
- complex wound management and pressure care
- ventilation management
- tracheostomy changes
- percutaneous endoscopic gastronomy (PEG) changes
- pain management
- oversight of personal care programs for those with significant or complex medical needs.

Please note: For the definition for high intensity supports, please refer to the National Injury Insurance Scheme, Queensland (NISQ) [Treatment, Care and Support Guidelines](#)

Please note: High intensity attendant care services will be reviewed in line with the National Disability and Insurance Scheme (NDIS) [Pricing arrangements](#) ^

^WorkCover reserves the right to withdraw support for NDIS high intensity nursing services. WorkCover will continuously monitor NDIS rates and may reassess agreed rates, as necessary.

[Click to return to table](#)