



Support at Home Rates Card - Just Better Care Illawarra and Southern Highlands

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Effective Date: 6th 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	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Assistance with the self-administration of medication	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Continence management (non-clinical)	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
Social support and community engagement	Group social support	N/A	N/A	N/A	N/A	N/A
	Individual social support	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Accompanied activities	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Cultural support	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Digital education and support	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
	Assistance to maintain personal affairs	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
Social support and community engagement with transport	up to 10km travel	\$ 136.50	\$ 165.00	\$ 184.00	\$ 222.00	\$ 291.00
	11-30km travel	\$ 156.50	\$ 185.00	\$ 204.00	\$ 242.00	\$ 311.00
	31-50km travel	\$ 171.50	\$ 200.00	\$ 219.00	\$ 257.00	\$ 326.00
	51-70km travel	\$ 190.00	\$ 218.00	\$ 237.00	\$ 275.00	\$ 344.00
	71-90km travel	\$ 209.00	\$ 232.00	\$ 255.00	\$ 290.00	\$ 360.00
	91-100km travel	\$ 223.00	\$ 246.00	\$ 269.00	\$ 304.00	\$ 374.00
	101-120km travel	\$ 237.00	\$ 260.00	\$ 283.00	\$ 318.00	\$ 388.00
Respite	Respite care	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
Direct Transport (per trip)	up to 10km travel	\$ 65.00	\$ 80.00	\$ 105.00	\$ 122.00	\$ 139.00
	11-30km travel	\$ 115.00	\$ 132.00	\$ 170.00	\$ 198.00	\$ 225.00
	31-50km travel	\$ 165.00	\$ 189.00	\$ 220.00	\$ 235.00	\$ 285.00
	51-70km travel	\$ 195.00	\$ 225.00	\$ 240.00	\$ 265.00	\$ 310.00
	71-90km travel	\$ 215.00	\$ 247.00	\$ 260.00	\$ 285.00	\$ 355.00
	91-100km travel	\$ 235.00	\$ 265.00	\$ 283.00	\$ 287.00	\$ 378.00
	101-120km travel	\$ 255.00	\$ 285.00	\$ 303.00	\$ 307.00	\$ 398.00
Everyday living						
Domestic assistance	General house cleaning	\$ 105.00	\$ 134.00	\$ 152.00	\$ 187.00	\$ 278.00
	Laundry services	N/A	N/A	N/A	N/A	N/A
	Shopping assistance	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
Shopping assistance with transport	up to 10km travel	\$ 136.50	\$ 165.00	\$ 184.00	\$ 222.00	\$ 291.00
	11-30km travel	\$ 156.50	\$ 185.00	\$ 204.00	\$ 242.00	\$ 311.00
	31-50km travel	\$ 171.50	\$ 200.00	\$ 219.00	\$ 257.00	\$ 326.00
	51-70km travel	\$ 190.00	\$ 218.00	\$ 237.00	\$ 275.00	\$ 344.00
	71-90km travel	\$ 209.00	\$ 232.00	\$ 255.00	\$ 290.00	\$ 360.00
	91-100km travel	\$ 223.00	\$ 246.00	\$ 269.00	\$ 304.00	\$ 374.00
	101-120km travel	\$ 237.00	\$ 260.00	\$ 283.00	\$ 318.00	\$ 388.00
Meals	Meal preparation	\$ 123.50	\$ 152.00	\$ 171.00	\$ 209.00	\$ 278.00
Clinical supports						
Nursing care	Registered nurse	\$ 184.00	\$ 226.50	\$ 262.00	\$ 299.50	\$ 342.45
	Enrolled nurse	\$ 150.00	\$ 180.17	\$ 211.60	\$ 253.50	\$ 301.73
	Nursing assistant	N/A	N/A	N/A	N/A	N/A
Care management	Non-clinical care management	\$ 170.00	N/A	N/A	N/A	N/A
	Clinical care management	\$ 190.00	N/A	N/A	N/A	N/A
	Restorative care management	\$ 190.00	N/A	N/A	N/A	N/A

Pricing for common services delivered by associated provider

Everyday living					
Home maintenance and repairs	Gardening	\$ 130.00	Meal delivery (per meal)	Small meal	\$ 18.00
	Assistance with home maintenance and repairs	\$ 130.00		Large meal	\$ 22.00
Clinical supports					
Aboriginal and Torres Strait Islander health worker		N/A	Occupational therapist		\$265.00
Aboriginal and Torres Strait Islander health practitioner		N/A	Physiotherapist		\$280.00
Allied health therapy assistant		N/A	Podiatrist		\$230.00
Counsellor or psychotherapist		\$180.00	Psychologist		\$285.00
Dietitian or nutritionist		\$230.00	Social worker		N/A
Exercise physiologist		\$200.00	Speech pathologist		\$260.00
Music therapist		N/A			
Independence					
Acupuncturist		\$160.00	Remedial masseuse		\$220.00
Chiropractor		\$150.00	Art therapist		\$150.00
Diversional therapist		N/A	Osteopath		\$160.00

Prices are per hour, unless otherwise specified

Cancellation policy: Full cancellation fee applies to ALL cancellations made with less than 24hrs notice of service time. Where a scheduled support is attended by Just Better Care staff, and the client is not home, unavailable, or refuses service, the full fee for the rostered service is payable.

***Associated Provider Services:** The prices listed above are indicative only and represent our most common charges for services delivered by Associated Providers. The final charge will be based on the Associated Provider's invoice plus a 20% administration and coordination fee. This fee contributes to Just Better Care's responsibilities as an approved provider, including service coordination, quality oversight, compliance, invoicing, claiming, payment processing, and reporting requirements.

Assistive Technology (AT): A procurement and administration fee equal to 10% of the total cost of the assistive technology item(s), or \$500.00 (whichever is lower), will be applied. This fee contributes to sourcing, procurement, coordination, administration, payment processing, and compliance requirements.

Home Modifications (HM): A coordination and administration fee equal to 15% of the approved home modification cost, or \$1,500.00 (whichever is lower), will be applied. This fee contributes to quotation management, contractor coordination, administration, compliance, payment processing, and project oversight requirements.

Social Support & Community Engagement / Shopping (with Transport): For services exceeding one hour in duration, the transport-inclusive rate (which incorporates applicable kilometre charges) will apply to the first hour only. All subsequent service hours will be charged at the standard service rate, with no additional kilometre charges applied.

GST is not applicable for government funded Support at Home funding, and therefore the above prices are GST exclusive.