



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

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Effective Date: 1st November 2025

Pricing for common services delivered by Just Better Care staff

	Weekday (06:00-20:00)	Weeknight (20:01-05:59)	Saturday	Sunday	Public holidays
Independence					
Personal care	\$ 115.50	\$ 142.25	\$ 160.00	\$ 195.50	\$ 260.00
Respite care	\$ 115.50	\$ 142.25	\$ 160.00	\$ 195.50	\$ 260.00
Social support and community engagement (0km)	\$ 115.50	\$ 142.25	\$ 160.00	\$ 195.50	\$ 260.00
Social support and community engagement (up to 10km travel)	\$ 136.50	\$ 162.25	\$ 180.00	\$ 215.50	\$ 275.00
Social support and community engagement (11-30km travel)	\$ 156.50	\$ 182.00	\$ 200.00	\$ 225.50	\$ 295.00
Social support and community engagement (31-50km travel)	\$ 181.50	\$ 207.00	\$ 225.00	\$ 250.50	\$ 320.00
Social support and community engagement (51-70km travel)	\$ 206.50	\$ 232.00	\$ 250.00	\$ 275.50	\$ 345.00
Social support and community engagement (71-90km travel)	\$ 231.50	\$ 257.00	\$ 275.00	\$ 300.50	\$ 370.00
Social support and community engagement (91-100km travel)	\$ 252.50	\$ 278.00	\$ 296.00	\$ 321.50	\$ 391.00
Direct transport (per trip < 10km)	\$ 60.00	\$ 69.00	\$ 90.00	\$ 105.00	\$ 120.00
Direct transport (per trip 11 - 30km)	\$ 110.00	\$ 127.00	\$ 165.00	\$ 193.00	\$ 220.00
Direct transport (per trip 31 - 50km)	\$ 160.00	\$ 184.00	\$ 215.00	\$ 230.00	\$ 280.00
Direct transport (per trip 51-70km)	\$ 190.00	\$ 220.00	\$ 235.00	\$ 260.00	\$ 305.00
Direct transport (per trip 71-90km)	\$ 210.00	\$ 242.00	\$ 255.00	\$ 280.00	\$ 350.00
Direct transport (per trip 91-100km)	\$ 230.00	\$ 260.00	\$ 278.00	\$ 282.00	\$ 373.00
Everyday living					
General House Cleaning	\$ 98.00	\$ 125.25	\$ 142.00	\$ 175.00	\$ 260.00
Meal preparation	\$ 115.50	\$ 142.25	\$ 160.00	\$ 195.50	\$ 260.00
Shopping assistance	\$ 115.50	\$ 142.25	\$ 160.00	\$ 195.50	\$ 260.00
Shopping assistance (up to 1-10km travel)	\$ 136.50	\$ 162.25	\$ 180.00	\$ 215.50	\$ 275.00
Shopping assistance (11-30km travel)	\$ 156.50	\$ 182.00	\$ 200.00	\$ 225.50	\$ 295.00
Shopping assistance (31-50km travel)	\$ 183.50	\$ 207.00	\$ 225.00	\$ 250.50	\$ 320.00
Social support and community engagement (31-50km travel)	\$ 181.50	\$ 207.00	\$ 225.00	\$ 250.50	\$ 320.00
Social support and community engagement (51-70km travel)	\$ 206.50	\$ 232.00	\$ 250.00	\$ 275.50	\$ 345.00
Social support and community engagement (71-90km travel)	\$ 231.50	\$ 257.00	\$ 275.00	\$ 300.50	\$ 370.00
Social support and community engagement (91-100km travel)	\$ 252.50	\$ 278.00	\$ 296.00	\$ 321.50	\$ 391.00
Clinical					
Registered Nurse	\$ 172.00	\$ 212.00	\$ 245.00	\$ 280.00	\$ 320.00
Enrolled Nurse	\$ 127.00	\$ 175.00	\$ 205.00	\$ 245.00	\$ 290.00

Pricing for common services delivered by Associate Provider					
Everyday living					
Gardening, Home maintenance & repairs	\$ 150.00	Meal delivery (per meal)		\$ 22.00	
Clinical					
Occupational Therapist - Initial Assessment	\$ 260.00	Physiotherapist (home visiting) 60min consultation		\$ 260.00	
Occupational therapist - Simple Equipment Prescription	\$ 520.00	Physiotherapist (home visiting) 45mins consultation		\$ 210.00	
Occupational therapist - Complex Equipment/ Minor Home Mod	\$ 1,040.00	Physiotherapist (home Visiting) 30mins consultation		\$ 190.00	
Occupational therapist - Complex Home Modification	\$ 1,300.00	Physiotherapist (clinic based) 60min consultation		\$ 220.00	
Podiatrist (home visiting) 60mins consultation	\$ 260.00	Physiotherapist (clinic based) 30min consultation		\$ 180.00	
Podiatrist (home visiting) 30mins Consultation	\$ 200.00	Exercise physiology		\$ 200.00	
Dietician (home visiting) 60min consultation	\$ 230.00	Speech Therapist (home visiting) 60min consultation		\$ 260.00	
Independence					
Remedial Masseause 60minute Consultation	\$ 180.00	Remedial Masseause 30minute Consultation		\$ 110.00	

* Prices are per hour, unless otherwise specified

* Transport is inclusive of associated kilometres

* If a Social Support and community engagement service with transport is scheduled for more than 1 hour, only the first hour will be charged at the applicable transport rate). Subsequent hours will be charged at the base rate - without transport.

* Most Independence and Clinical services have a minimum engagement time of 2 hours

* Where third party workers (not staff of Just Better Care) are used to deliver services an 18% overhead charge will be placed on the cost of actual service to support Just Better Care's obligations as a provider including oversight of those workers and participant claiming and reimbursement.

* Common Price – Determined by the average price of subcontracted services from Just Better Care's associated providers, based on services delivered over the past 12 months.

Cancellation policy (if not stated), unless otherwise agreed:

- o Full cancellation fee applies to ALL cancellations made with less than 24hrs notice of service time.
- o 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.