

Support at Home - Pricing Schedule

Effective from 1 August 2026

Clinical Services

IERA can coordinate nursing, allied health and other clinical supports based on each participant's assessed needs and care plan. Some health services may be delivered by approved third-party providers, with the applicable price confirmed before service commencement.

Nursing Care

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Registered nurse - 1 hour (direct)	\$170	\$200	\$227	\$265	\$320
Nursing care consumables	At cost + applicable administration fee	N/A			

Allied Health and Nutrition

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Physiotherapist	\$99 - \$364	N/A			
Dietitian / Nutrition	\$115 - \$315				
Exercise physiologist	\$125 - \$310				
Occupational therapist	\$150 - \$310				
Podiatrist	\$99 - \$355				
Speech pathologist	\$155 - \$315				
Prescribed nutrition	At cost + applicable administration fee				

Independence Services

IERA provides personal care, social support, community engagement, respite and transport services to help participants maintain independence, relationships and community participation.

Personal Care

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Personal Care	\$110	\$132	\$146	\$172	\$210

Social Support and Community Engagement

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Individual social support	\$110	\$132	\$146	\$172	\$210
Accompanied activities	\$110	\$132	\$146	\$172	\$210

Respite

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Respite support	\$110	\$132	\$146	\$172	\$210
Inactive Sleepover – 8 continuous hours	\$350	\$350			
Active Support – during Sleepover	\$145	\$145	\$145	\$165	\$200
*Where active support is required during the sleepover , the applicable hourly rate above is charged in addition to the sleepover rate, with a minimum charge of 1 hour					
Active Support – before/after Sleepover.	\$145	\$145	\$145	\$165	\$200
*Where active support is required immediately before or after the sleepover , a minimum engagement of 4 hours applies at the applicable hourly rate.					

Therapeutic Services for Independent Living

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Acupuncture	\$109 - \$355	N/A			
Chiropractic	\$109 - \$249				
Osteopathy	\$109 - \$235				
Remedial massage	\$100 - \$285				

Everyday Living Services

IERA can assist with day-to-day activities such as cleaning, laundry, shopping, gardening, home maintenance and meal support to help participants continue living safely and comfortably at home.

Domestic Assistance

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
General house cleaning	\$100	\$120	\$131	\$155	\$185
Laundry service	\$100	\$120	\$131	\$155	\$185
Shopping assistance	\$100	\$120	\$131	\$155	\$185

Home Maintenance and Repairs

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Gardening	\$100	\$120	\$131	\$155	\$185
Home repair and maintenance	\$100	\$120	\$131	\$155	\$185

Meals

	Standard	Non-Standard	Saturday	Sunday	Public Holiday
Meal Preparation	\$100	\$120	\$131	\$155	\$185

Care Management

Under Support at Home, IERA Care Partners work with participants and their supporters to coordinate services, review goals and needs, monitor the care plan and budget, and support safe and effective service delivery. For ongoing Support at Home services, 10% of the participant's quarterly budget is set aside by the Australian Government for care management.

Ongoing Services	\$130
Restorative care management	\$160

The Ongoing Services hourly rate applies when IERA provides care management activities against 10% of the quarterly budget, which is allocated separately for Care Management.

Restorative care management hourly rate applies when IERA provides care management activities to coordinate and monitor time-limited support aimed at helping the participant improve or maintain their independence and achieve agreed goals. It may include discussing your restorative goals and support needs; developing and reviewing care plan; arranging allied health, nursing and other services; coordinating assistive technology or home modification where required.

Participant Contributions

Participant contribution rates are determined under the Australian Government Support at Home arrangements. Contributions may apply to Independence and Everyday Living Services depending on the participant's assessed contribution rate. Clinical services do not attract a participant contribution under the program rules.

Third-party services, assistive technology and home modifications.

IERA may arrange approved third-party providers where this is appropriate to the participant's needs, preferences and care plan. Where a price range is shown, the final price may vary according to the provider selected and availability. IERA will discuss and agree the applicable price with the participant before arranging service. Assistive Technology (AT) items arranged through IERA will incur an administration fee. Home modifications (HM) coordinated through IERA will incur a coordination fee.

1. Client contribution for AT-HM:

- AT products/equipment and home modification items and associated services attract the Independence category contribution rate.
- Prescription and wraparound services are considered Clinical Supports, so no client contribution applies.

2. AT Administration Fee

There are administrative and coordination activities involved in arranging assistive technology that are not covered by the 10% Care Management funding. A separate AT administration fee may therefore be charged.

This may cover:

- Sourcing and ordering AT items.
- Obtaining and managing quotes.
- Referral to the National AT Loan Scheme.
- Paying AT suppliers.
- Scheduling and coordinating delivery.
- Escalating and resolving issues with AT items.
- Organising required wraparound services.

The AT administration fee is capped at 10% of the cost of the AT item or item bundle, or up to \$500, whichever is lower.

3. Home Modification Coordination Fee

For Home Modifications, IERA may charge a separate coordination fee of up to 15% of the total quoted cost of the participant's home modification, or up to \$1,500, whichever is lower.

This may cover:

- Project management.
- Managing subcontractor quotes and invoices.
- Scheduling and coordinating construction works, including confirming appropriate building and council permits have been obtained.
- Sourcing and ordering required items.
- Coordinating delivery and installation.
- Escalating and resolving issues with the home modification.
- Organising any required wraparound services.



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The AT administration fee and Home Modification coordination fee are separate from the ongoing 10% Care Management funding, as they cover the additional administration and coordination required specifically for AT-HM services.

Pricing Conditions and Notes

Unless otherwise stated, rates are charged per hour.

IERA standard hours are 6:00 am to 8:00 pm, non-standard hours are 8:00 pm to 6:00 am.

The minimum engagement direct care services are 2 hours.

Where an accompanied activity or other support requires an IERA worker to use their own vehicle to transport or support the participant, a mileage charge of \$1.50 per kilometer applies in addition to the applicable hourly service rate.

Service reimbursements paid by IERA on behalf of the participant and subsequently reimbursed from the participant's Support at Home budget will incur a 10% administration fee where applicable.

Participants are requested to provide at least 24 hours' notice to cancel or change a scheduled service. Any cancellation fee will be applied in accordance with current Support at Home requirements and the IERA Service Agreement.

Where a service extends across different rate periods, charges will be determined according to the actual time the service is delivered and IERA's applicable pricing conditions.

IERA may update this pricing schedule from time to time, Relevant changes will be communicated to participants in accordance with the Service Agreement and applicable Support at Home requirements.