Nurse Lucy Pricing Schedule of Support at Home

Effective from 7 September 2026

Nurse Lucy provides safe, high-quality in-home support through arrangements with registered Support at Home providers. This schedule gives participants clear pricing information to help them choose services that suit their assessed needs.

1. Clinical Supports

1.1 Nursing Care (per hour)

Service type	Mon-Fri 8am-6pm	Mon-Fri 6pm-8am	Saturday	Sunday	Public holiday	Overnight
Registered Nurse	$158	$197.50	$237	$316	$395	By quotation

1.2 Allied Health and Other Therapeutic Services

Service type	Monday to Friday 9am-5pm	Unit
Dietitian	$190 minimum or by quote	Per hour
Exercise Physiologist	$170 minimum or by quote	Per hour
Occupational Therapist	$190 minimum or by quote	Per hour
Physiotherapist	$190 minimum or by quote	Per hour
Podiatrist	$170 minimum or by quote	Per hour
Psychologist	$220 minimum or by quote	Per hour
Social Worker	$170 minimum or by quote	Per hour
Speech Pathologist	$170 minimum or by quote	Per hour
Other therapeutic services	By quotation	Per hour

1.3 Care Management Services

Service type	Monday to Friday 9am-5pm	Unit
Care Management	$130	Per hour

10% CARE MANAGEMENT ALLOCATION	For participants receiving ongoing services, 10% of each quarterly budget is allocated to the registered provider's care management pool. Eligible care management activities are claimed in 15-minute increments at the rate above.

2. Independence

2.1 Normal Services (per hour)

Service type	Mon-Fri 8am-6pm	Mon-Fri 6pm-8am	Saturday	Sunday	Public holiday
Personal Care Services	$96.50	$120.65	$145	$193	$241.50
Cultural Support (centre-based)	$39	-	-	-	-
Individual/group social support and accompanied activities	Refer to distance rates below				
0 km	$93.50	$116.85	$140	$187	$233.50
1-10 km	$108.50	$131.50	$155	$202	$248.50
11-20 km	$123.50	$146.50	$170	$217	$263.50
21-30 km	$138.50	$161.50	$185	$222	$278.50
30 km+	By quotation				
In-Home Respite	$93.50	$116.85	$140.25	$178	$222

2.2 Therapeutic Services (per hour)

Service type	Monday to Friday 9am-5pm	Unit
Acupuncture	$168 minimum or by quote	Per hour
Chiropractor	$168 minimum or by quote	Per hour
Remedial massage	$160 minimum or by quote	Per hour

2.3 Assistive Technology and Home Modifications

Service	Pricing
Assistive Technology	By quotation. Administration and coordination fee capped at 10% of the assistive technology cost or $500, whichever is lower.
Home Modifications	By quotation. Administration and coordination fee capped at 15% of the home modification cost or $1,500, whichever is lower.

2.4 Direct Transport (per trip)

Distance	Mon-Fri 8am-6pm	Mon-Fri 6pm-8am	Saturday	Sunday	Public holiday
1-10 km	$61.50	$76.50	$92	$123	$153
11-20 km	$81.50	$96.50	$112	$143	$173
21-30 km	$103.50	$118.50	$134	$165	$195
>30 km	By quotation				

PEAK-HOUR AND WAITING TIME	Peak-hour services that require additional driving time will be quoted and confirmed in advance. Waiting-time charges apply after a five-minute grace period from the scheduled start time.

3. Everyday Living

3.1 Normal Services (per hour)

Service type	Mon-Fri 8am-6pm	Mon-Fri 6pm-8am	Saturday	Sunday	Public holiday
Domestic cleaning, laundry and meal preparation	$93.50	$116.85	$140	$187	$233.50
Shopping Assistance	Refer to distance rates below				
0 km	$93.50	$116.85	$140	$187	$233.50
1-10 km	$108.50	$131.50	$155	$202	$248.50
11-20 km	$123.50	$146.50	$170	$217	$263.50
21-30 km	$138.50	$161.50	$185	$222	$278.50
30 km+	By quotation				

3.2 Other Services (per hour)

Service type	Mon-Fri 8am-6pm	Mon-Fri 6pm-8am	Saturday	Sunday	Public holiday
Light Gardening	$125	$156.50	$187.50	$250	$312.50
Home Maintenance	By quotation				

PRICE TRANSPARENCY	Final prices, including any applicable provider or coordination component, will be provided in writing and agreed with the participant before the service agreement is signed and before services commence.

Important Information

OTHER SERVICES	For services not listed in this schedule, participants should discuss the applicable price with their care partner. Any ad-hoc price will be confirmed and agreed in writing before the service is arranged.
CANCELLATIONS	A scheduled service will be charged in full for a late cancellation or no-show. A late cancellation means less than 48 hours' notice. A no-show occurs when the participant is not present at the agreed place and time.
TRANSPORT EXPENSES	Parking, bridge, tunnel, road toll and public transport expenses will be charged at actual cost where permitted and agreed in advance.
MINIMUM SERVICE DURATION	Social, community, accompanied and domestic services have a minimum duration of two hours per visit unless otherwise agreed in writing.
SELF-MANAGEMENT OVERHEAD	Where a participant directly sources a third-party worker and self-manages the service, the registered provider may apply an overhead of up to 10% of the actual third-party service cost. The overhead must be included in the final service price and agreed before service delivery.
CARE MANAGEMENT	For ongoing Support at Home services, 10% of the participant's quarterly budget is allocated to the registered provider's pooled care management account. It is separate from the service prices in this schedule and is used only for eligible care management activities.
PARTICIPANT CONTRIBUTIONS	A participant contribution may apply depending on the participant's financial circumstances and the service category. Services Australia determines the applicable contribution rate.
GOODS AND SERVICES TAX (GST)	GST may apply in limited circumstances in accordance with Australian Taxation Office requirements.
PRICE AGREEMENT	The participant will receive the final service price in writing and agree to it before signing the service agreement and before services commence.