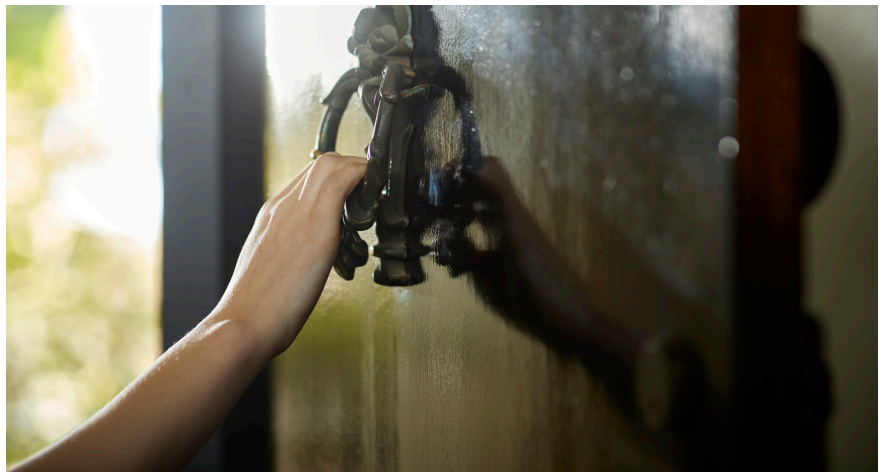


# A guide to our Home Care Package costs

It's perfectly natural to want to live independently in your own home for as long as you can. But we believe you shouldn't just be living at home, you should be thriving there, and we're here to help you do just that.

This guide explains the cost of our Home Care Package (HCP) services. You also might like to chat with one of our Consultants who will be able to explain how these prices relate to your particular circumstances.



## A short glossary of terms

### **Care Management**

This service is part of every Home Care Package and includes things like your initial assessment, reviewing your Support Plan, coordinating and scheduling your services, and ensuring services are culturally appropriate. The quality of our Care Management enables us to offer our “Right people, right care, on time, every time” promise.

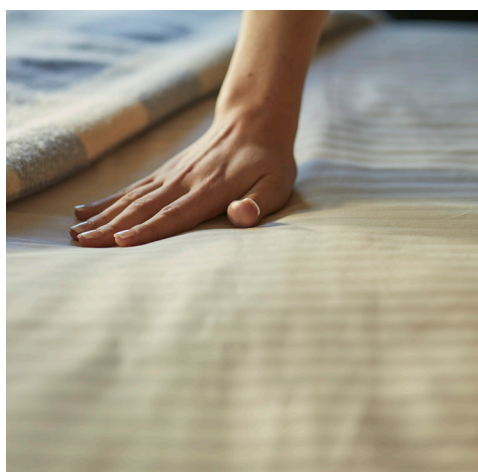
In the table of costs on page 4 of this guide, you will find the “Approx. Hours per Fortnight” for Care Management. This is the minimum number of hours included in each package level which ensures that we meet the Government requirements for Home Care Packages.

### **Package Management**

Package Management is the ongoing organisational activities associated with ensuring the smooth delivery and management of a home care package. It may include the costs for preparing monthly statements, managing package funds, and compliance and quality assurance activities required for home care.

### **Life Care Active**

Life Care Active is a health & wellbeing destination for people who want to access the latest in health & fitness options. Options include a gym, fitness and mobility classes, our Wellness Program, and access to other allied health professionals such as physiotherapists, occupational therapists, exercise physiologists and podiatrists.



### **Additional Advice and Consultation**

While Care Management covers all of the basics of setting up and co-ordinating your Home Care Package, your Consultant is always available to provide additional advice on matters that fall outside of these basic areas. Your Consultant has a wealth of knowledge and can work with you to make your life as good as it can be.

### **Norman House – Overnight Respite Cottage**

People who care for someone at home play an incredibly important role. What can be overlooked is the support that the carer needs. Respite gives in-home carers the break they deserve. It can range from a couple of hours to overnight in your home or the person needing support can stay at Life Care's dedicated respite location, Norman House, in Everard Park.

### **Travel Costs and Cancellation Fees**

We can help you get to appointments or even take you shopping. The cost is \$1.00 per km travelled and we can charge it to your HCP. A cancellation fee, equivalent to the full service charge, will be applied under some circumstances. These include: if you don't notify us at least 12 hours before the service is due to start; if you're not at home at the scheduled time; or, if you turn the team member away.

### **Sub-contracted services**

If you choose to engage an external provider to deliver your services, Life Care will charge at the sub-contracted rate plus 10%.

## **The At Home Promise**

### **The right people, right care, on time, every time or our visit is free.\***

#### **\*At Home Promise Terms & Conditions**

1. "The right people" means Life Care will provide staff who have the necessary skills to deliver the services outlined in your Support Plan.
2. "The right care" means the staff Life Care provide will deliver the care services outlined in your agreed Support Plan.
3. "On time, every time" means that a Life Care staff member will arrive within 15 minutes of the time of a pre-booked visit as agreed to in your Support Plan, but excludes where:
  - a. The visit was booked less than 24 hours prior to the scheduled visit time;
  - b. We have advised you at least 15 minutes prior to the scheduled visit time that a staff member is running late; or
  - c. A change to the visit time is requested by you but has not been confirmed with Life Care's Client Support Team.
4. If we do not fulfil our promise, then you will not be charged for that visit or we will refund you the full charge of that visit.

# Our HCP Pricing

Package Management	Level 1	Level 2	Level 3	Level 4
Per fortnight	\$32.20	\$56.00	\$123.00	\$186.00
Care Management	Level 1	Level 2	Level 3	Level 4
Per fortnight	\$46.25	\$92.50	\$185.00	\$231.25
Approx. hours per fortnight	0.5	1	2	2.5
	Visit Length 60 minutes			
Consultant	\$92.50			

Nursing Services	Visit Length (minimum)	Mon – Fri 7am – 6pm	Mon – Fri 6pm -7am	Saturday	Sunday	Public Holiday
Registered Nurse	60 mins	\$95.00	\$109.25	\$142.50	\$166.25	\$190.00
	30 mins	\$61.75	\$71.00	\$92.65	\$108.05	\$123.50

Home Support Services	Visit Length (minimum)	Mon – Fri 7am – 6pm	Mon – Fri 6pm -7am	Saturday	Sunday	Public Holiday
Home Support Worker	60min	\$64.00	\$73.60	\$89.60	\$102.40	\$128.00
	30 min	\$41.60	\$47.85	\$58.25	\$66.55	\$83.20
Household Heroes -light gardening and home maintenance	60 min	\$70.00	N/A	N/A	N/A	N/A

Allied Health and Wellbeing In your Home	Visit Length (maximum)	Mon – Fri 7am – 6pm
Physiotherapy, Podiatry, Exercise Physiology, Occupational Therapy Assessment / Review	60 minutes	\$175.00
Physiotherapy, Exercise Physiology, Occupational Therapy, Podiatry   Follow-up Visit/ Treatment	30 minutes	\$95.00
Occupational Therapy Assessment + Report	3 hours	\$285.00
Allied Health Additional Time	60 minutes	\$130.00
Personal Trainer	30 minutes	\$80.00

Wellness Program Various locations	Visit Length (maximum)	Mon – Fri 7am – 6pm
Initial Allied Health Assessment	60 minutes	\$180.00
Group Sessions	2 hours	\$60.00

Life Care Active Payneham (In-clinic) 230 Payneham Road Payneham	Visit Length (maximum)	Mon – Fri 7am – 6pm
Physiotherapy, Occupational Therapy, Exercise Physiology, Podiatry   Assessment	N/A	\$90.00
Physiotherapy, Occupational Therapy, Podiatry, Exercise Physiology   Treatment	N/A	\$67.00
Massage   Treatment	60 minutes	\$85.00
	30 minutes	\$52.00
Group Classes	Various prices apply per visit	

Norman House Respite	Visit Length (minimum)	Mon – Fri 7am – 6pm
Cottage-based & Centre-based Respite	Per day	\$110.00
	Per night	\$330.00
	24hr stay	\$440.00

Prices apply only to services delivered under an Australian Government-assigned Home Care Package. All prices effective 1 July 2021. Fees are reviewed annually.

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