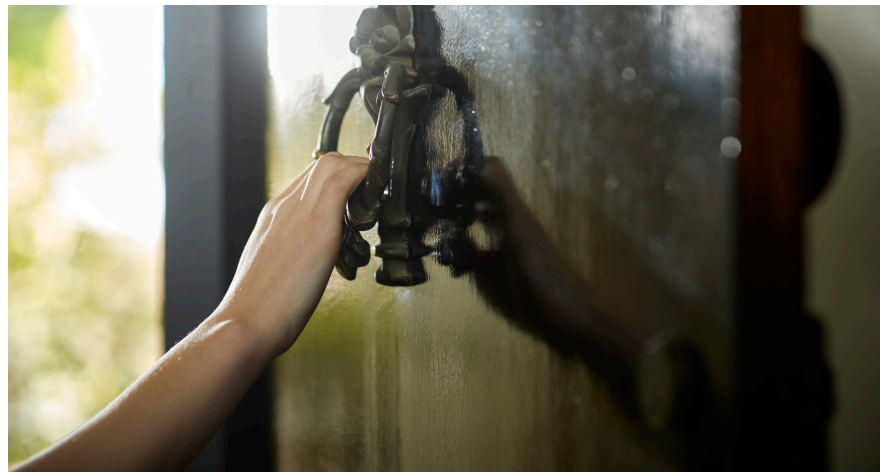


# A guide to our Home Care Package costs

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, regularly assessing your needs, goals and preferences, reviewing your home care agreement and care plan, ensuring care and services align with other supports, ensuring your care and services are culturally safe and identifying and addressing any risk to your safety, health and well-being. The quality of our Care Management enables us to offer our “Right people, right care, on time, every time promise.

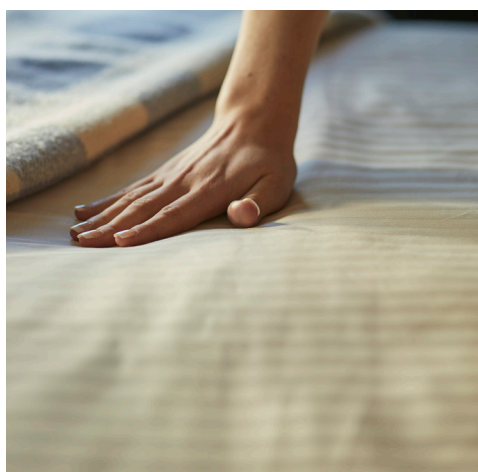
In the table of costs on page 4 of this guide, you will find the “Approx. Hours per Fortnight” for Care Management. This is the minimum number of hours included in each package level which ensures that we meet the Government requirements for Home Care Packages.

### **Package Management**

Package management is a service associated with key administrative and compliance requirements which support the delivery of your Home Care Package. Examples of this are; coordinating services, preparing monthly statements, training and educating staff, financial reporting, conducting quality improvement, compliance and assurance activities as well as many other activities. A full list of these activities can be provided to you by your Consultant.

### **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, massage therapists and podiatrists.



### **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 \$1.25 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 24 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, due to special circumstances, there is a need to engage an external provider to deliver your services, your Consultant will negotiate and agree with you, a price for this service.

## **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	\$39.00	\$67.00	\$148.00	\$223.00
Care Management	Level 1	Level 2	Level 3	Level 4
Per fortnight	\$58.00	\$117.00	\$233.00	\$291.00
Approx. hours per fortnight	0.5	1	2	2.5

Nursing Services	Visit Length (minimum)	Mon – Fri 7am – 6pm	Mon – Fri 6pm -7am	Saturday	Sunday	Public Holiday
Registered Nurse	60 mins	\$126.00	\$151.00	\$189.00	\$252.00	\$315.00
	30 mins	\$82.00	\$98.00	\$123.00	\$164.00	\$205.00

Home Support Services	Visit Length (minimum)	Mon – Fri 7am – 6pm	Mon – Fri 6pm -7am	Saturday	Sunday	Public Holiday
Home Support Worker	60min	\$79.00	\$91.00	\$111.00	\$127.00	\$158.00
	30 min	\$51.00	\$59.00	\$72.00	\$82.00	\$103.00
Gardening Maintenance	60 min	\$77.00	Not Applicable			

Allied Health and Wellbeing In your Home	Mon – Fri 7am – 6pm
Physiotherapy, Podiatry, Exercise Physiology Initial Assessment	\$198.00
Physiotherapy, Exercise Physiology, Podiatry Subsequent Visit	\$132.00
Occupational Therapy hourly rate (including documentation)	\$154.00
Personal Trainer per 30 minutes	\$90.00

Wellness Program Various locations	Mon – Fri 7am – 6pm
Initial Allied Health Assessment	\$209.00
Group Sessions	\$68.20

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	\$105.00
Physiotherapy, Occupational Therapy, Podiatry, Exercise Physiology   Treatment	N/A	\$75.00
Massage   Treatment	60 minutes	\$95.00
	30 minutes	\$58.00
Group Classes	Various prices apply per visit	

Norman House Respite	Visit Length (minimum)	Mon – Fri 7am – 6pm
Cottage-based & Centre-based Respite	Per day	\$135.00
	Per night	\$390.00
	24hr stay	\$498.00

Prices apply only to services delivered under an Australian Government - Home Care Program.  
All prices effective 1 August 2023.

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