



**HEMOCARE**  
A U S T R A L I A



**A 100% FAMILY  
OWNED & OPERATED  
AUSTRALIAN  
COMPANY, WE  
TREAT YOU LIKE  
FAMILY**

## **A guide to fees & charges for home care packages**

For advice about  
how to access our services  
call us on 1300 769 620 Or visit  
[www.homecareaustralia.com.au](http://www.homecareaustralia.com.au)

# ABOUT US

At HomeCare Australia, we believe that the client should be involved in selecting their worker if they are able. The client / the client's family or nominated representative can be involved as much or as little as they choose. For us at HomeCare Australia, it is a central philosophy of the business of providing in home care – client choice and control.

We have provided home care packages for over 10 years and work closely with our clients and their families to ensure that their package is utilised to support their goals of remaining independent at home for as long as possible.

HomeCare Australia is 100% Australian, family owned and operated. We pride ourselves on the service and support we provide and only hire care workers who are fully credentialed and qualified to provide the services.

We have no hidden fees – our fee schedule is totally transparent.



## CHOOSING A PROVIDER

### FOR YOURSELF OR YOUR LOVED ONES

Navigating the aged care system can be challenging, but we are here to help every step of the way. When comparing pricing between providers, ask lots of questions. Many providers charge hidden fees such as a fee for setting up your contractor, marking up invoices they pay on your behalf, charging high travel fees for kms workers travel; a charge for sourcing you mobility aids as well as charging you an additional fee (basic daily care fee) to supplement these charges.

### HOME CARE PACKAGE INFORMATION

The Australian Government contributes a different amount for each level of home care package. The government subsidy for each package level is as follows.

HOME CARE PACKAGE LEVEL	DAILY GOV. SUBSIDY RATE	FORTNIGHTLY
Level 1	\$28.14	\$393.96
Level 2	\$49.49	\$692.86
Level 3	\$107.70	\$1,507.80
Level 4	\$163.27	\$2,285.78

*The government contribution changes on 1 July every year; these figures are up to date as of 1 July 2023. If you are eligible to pay an income tested care fee, the government subsidy is reduced by this amount. The government contribution is paid directly to HomeCare Australia. You work in partnership with us to determine the care and services you need, within the package budget. The funds won't affect your pension, because they don't count as income.*

*Source: <https://www.myagedcare.gov.au/home-care-package-costs-and-fees>*

# WHAT FEES MIGHTI HAVE TO PAY?

Your contribution towards your home care package could be made up of the following fees:

- BASIC DAILY FEE
- INCOME TESTED CARE FEE
- ADDITIONAL SERVICE FEES

*It is important to know that you don't necessarily have to pay all these fees.*

*How much you contribute towards your home care package depends on your financial situation and the provider you choose.*



## BASIC DAILY FEE

The basic daily fee is an amount that everyone can be asked to pay. This fee is set by the Government at a percentage of the single basic age pension; it varies (from 15.68% to 17.50%) depending on your home care package level. The basic daily fee changes in March and September each year in line with the age pension.

HOME CARE PACKAGE LEVEL	DAILY FEE	FORTNIGHTLY FEE
Level 1	\$10.88	\$152.32
Level 2	\$11.50	\$161.00
Level 3	\$11.83	\$165.62
Level 4	\$12.14	\$169.96

## INCOME TESTED CARE FEE

- The income tested care fee is an extra contribution that some people pay, as determined through an income assessment.
- This fee is different for everyone. It's based on your individual income, including your pension. However, full pensioners and people with an income up to \$30,204.20 do not pay an income tested care fee.
- Your income tested care fee is calculated by Services Australia.
- This fee will reduce the subsidy the government contributes towards your home care package.



# HEMOCARE AUSTRALIA FEES & CHARGES

Our service fees are totally transparent, all you pay is the fee for service and daily care fees. Our pricing is in line with the capped National Disability Insurance Scheme service prices and we guarantee that we will not charge you more just because you are elderly.

Assistance with daily living. Services in this category include:

- Domestic assistance
- Personal care
- Social support (in home)
- Meal preparation
- Respite

Access to the community is just that. You and one of our staff access the community for shopping; appointments and social support (such as bingo or the movies).

Nursing: We don't have registered nurses on staff, so if you need a registered nurse, we would engage an agency nurse to visit you. Fees will vary depending on location.

Lawns and Gardens: We don't have lawns and gardens staff. You can choose to transition your current contractor or we can find one for you. Fees will vary depending on location.

Assistance with daily living and access to the community services by our staff

WEEKDAYS \$68.50	SATURDAY \$93.50	SUNDAY \$125.00	PUBLIC HOLIDAYS \$148.50
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An additional \$1.00 per km is charged for the kms travelled transporting you for access to the community services.

## ADDITIONAL FEES ARE CHARGED AGAINST YOUR PACKAGE FOR:

- Agency Nursing \$95.00+
- Lawns and garden maintenance \$75+ per service
- Podiatry; physiotherapy; exercise physiology (allied health services)
- Items purchased on your behalf such as mobility aids
- Travel for transporting you for access to the community services \$1.50/km

We don't mark these invoices up and charge you an additional processing fee, we just pay them on your behalf.

## CANCELLATIONS

We require 48 hours notice to cancel services so that staff can be redeployed. Short notice cancellation of services are charged at 100%.

## EXIT FROM SERVICES

You can exit our services at any time without incurring any fees.

We request 30-days notice so we can redeploy your staff to other clients.

## CARE MANAGEMENT

HomeCare Australia is committed to providing you with the highest quality care and support. Our care workers are qualified and experienced in providing services in the community. We provide a dedicated Case Manager that spends the time in getting to know you and your goals and ensuring that the services we provide meet your changing needs.



### CARE MANAGEMENT INCLUDES:

- Completing case management plans, reviews and assessments every 3 months for packages managed by us.
- A dedicated home support team that operates 24/7 should you need immediate help
- Helping you accessing community activities to meet your social needs
- Contacting you regularly to ensure that the services we are providing are meeting your needs
- Immediate replacement of care workers if you require

Your HomeCare Australia case manager ensures that we are providing the highest quality of care and that staff are supported in meeting your care needs.

### CARE MANAGEMENT PER FORTNIGHT

LEVEL 1  
BASIC  
\$78.79

LEVEL 2  
MEDIUM  
\$138.57

LEVEL 3  
INTERMEDIATE  
\$301.56

LEVEL 4  
HIGH CARE  
\$457.16

# PACKAGE MANAGEMENT

Package management is the fee we charge you for the ongoing administration and organisational activities involved in managing your home care package. Other providers will charge you a package management fee and then charge you separately for payment of your invoices.

SERVICE	WE MANAGE
Case Management update quarterly	✓
Contractor support – payment of your preferred contractor invoices	✓
Interaction with my aged care & other stakeholders on your behalf	✓
We find workers and other services for you	✓
Budget updates	✓
Annual formal review of package and budget	✓

## YOUR PACKAGE MANAGEMENT FEE COVERS:

- Providing you with monthly statements of your spending of your home care package
- Processing invoices on your behalf for contractors and workers you choose yourself (we don't charge you extra for this service)
- Rostering and administering your services
- Paying for mobility aids and ancillary services (other providers may add an additional charge for this)
- Quality and compliance activities associated with administering home care packages
- Updating and maintaining your home care package budget

Package Management is applicable to care managed clients

### PACKAGE MANAGEMENT PER FORTNIGHT

LEVEL 1 BASIC \$59.09	LEVEL 2 MEDIUM \$103.93	LEVEL 3 INTERMEDIATE \$226.17	LEVEL 4 HIGH CARE \$342.87
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