

## Complete Care HCP Package - Fees Schedule

Effective 1st October 2024 to 30th June 2025

| FEE TYPE   |  | COST                 |  |
|--|--|----------------------|--|
| <b>CARE MANAGEMENT FEE</b><br>Day to day Coordination of care and services | <b>LEVEL</b>   | <b>PER FORTNIGHT</b> | <ul style="list-style-type: none"> <li>Develop your care plan based on your needs, goals and preferences</li> <li>Liaise with other providers on your behalf</li> <li>Manage your package</li> <li>Support and advocate for you</li> </ul> Additional fees will apply for Care Plan reviews conducted by Registered Nurse. |
|  | Level #1   | \$85.00              |  |
|  | Level #2   | \$140.00             |  |
|  | Level #3   | \$265.00             |  |
|  | Level #4   | \$385.00             |  |
| <b>PACKAGE MANAGEMENT FEE</b>  | <b>LEVEL</b>   | <b>PER FORTNIGHT</b> | Services associated with ongoing administration and organisational activities that ensure ongoing delivery of your Home Care package.  |
|  | Level #1   | \$50.00              |  |
|  | Level #2   | \$90.00              |  |
|  | Level #3   | \$180.00             |  |
|  | Level #4   | \$250.00             |  |
| <b>INCOME TESTED CARE FEE (ITCF)</b>                                       | The Income Tested Care Fee is a government-imposed fee determined through an income assessment. This fee will reduce the government's contribution towards your Home Care package. Providers are obligated to invoice and collect payments for consumer ITF. |                      |  |

| SERVICE TYPE   | COST = HOURLY RATE    |          |          |                 |
|--|-----------------------|----------|----------|-----------------|
|  | Weekdays<br>8am - 5pm | Saturday | Sunday   | Public Holidays |
| <b>PERSONAL CARE</b> <ul style="list-style-type: none"> <li>Showering</li> <li>Grooming</li> <li>Medication management</li> <li>Medical appointments</li> </ul>  | \$75.00               | \$110.00 | \$125.00 | \$190.00        |
| <b>DOMESTIC ASSISTANCE</b><br>General housecleaning <ul style="list-style-type: none"> <li>Mopping and vacuuming</li> <li>Cleaning bathrooms</li> <li>Meal preparations</li> <li>Washing dishes</li> <li>Making beds</li> <li>Assisting with laundry</li> <li>Assisting with shopping</li> </ul> (Please note ONLY essential services will be provided on public holidays) | \$72.00               | n/a      | n/a      | \$190.00        |
| <b>HOME AND GARDEN MAINTENANCE</b> <ul style="list-style-type: none"> <li>Minor repairs and maintenance</li> <li>Lawn mowing and edges</li> <li>Pruning</li> <li>Weed spraying (no hand weeding service offered)</li> <li>Rubbish and waste disposal (tip fees to be paid by client)</li> <li>Annual home safety inspections (WHS)</li> </ul>                              | \$76.00               | n/a      | n/a      | n/a             |

|   |  |   |          |          |
|---|--|---|----------|----------|
| <b>IN HOME RESPITE</b> <ul style="list-style-type: none"> <li>Comprehensive in home back up services to ensure clients' needs are met while regular carer is away from the home</li> </ul>  | \$75.00  | \$100.00  | \$125.00 | \$190.00 |
| <b>TRANSPORT</b> <ul style="list-style-type: none"> <li>Travel associated within client's service, e.g. shopping, social outings</li> <li>Travel to medical appointments</li> <li>Travel to clients</li> </ul>  | \$1.20 per km in Finley Regional Care vehicles | Travel time will be charged in addition to km charge if required as per service rate  |          |          |
| <b>NURSING AND CLINICAL SUPPORT</b> <ul style="list-style-type: none"> <li>Wound care</li> <li>General health assessments and clinical reviews</li> <li>24-hour support/advice over the phone or community nurse available by request of your GP</li> </ul> | \$125.00                                       | <ul style="list-style-type: none"> <li>In home service - only available during office hours</li> <li>Phone support - available with RN on duty at FRC Aged Care facility</li> </ul> |          |          |

|   |  |   |  |
|---|--|---|--|
| <b>CANCELLATIONS</b>  | More than 24 hours notice:<br><b>NO CHARGE</b> | Less than 24 hours notice:<br><b>FULL COST OF SCHEDULED SERVICE</b>   | <ul style="list-style-type: none"> <li>Genuine emergencies excepted</li> <li>Cancellation fee may be waived at Complete Care Coordinator's discretion</li> </ul> |
| <b>NO SHOW</b><br>No cancellation, staff attended for service, client not in attendance.  | <b>FULL COST OF SCHEDULED SERVICE</b>          | <ul style="list-style-type: none"> <li>Genuine emergencies excepted</li> <li>Cancellation fee may be waived at Complete Care Coordinator's discretion</li> </ul>  |  |
| <b>LEAVE</b> <ul style="list-style-type: none"> <li>Hospitalisation</li> <li>Social leave (holidays)</li> <li>Residential respite</li> </ul>  |  | <ul style="list-style-type: none"> <li>Clients are required to notify Complete Care Coordinator if you are suspending services for any reason</li> <li>These need to be reported to Services Australia due to funding requirements</li> </ul> |  |
| <b>SERVICES</b> <ul style="list-style-type: none"> <li>Domestic Assistance is only provided on weekdays between 8am and 5pm, the minimum service provided is for half an hour and therefore can be increased in half hour blocks</li> <li>Welfare checks can be provided - 30 minute minimum service applies including medication prompting</li> <li>Personal Care can be provided - the minimum service provided is 30 minutes and therefore can be increased in 30 minute blocks</li> <li>All weekend services are provided in one-hour blocks - may include travel and incur weekend rates</li> <li>All public holiday services are provided in one-hour blocks - may include travel and incur public holiday rates</li> </ul> |  |   |  |
| <b>ON-BOARDING - ALL LEVELS</b><br>Invoiced for Home Visit, Care Plan Development and Home Safety Assessment (charged at hourly rate)   |  |   |  |
| <b>PURCHASES OF GOODS AND EQUIPMENT</b><br>Some additional administration charges may apply depending on the level of coordination required to make purchases on your behalf.   |  |   |  |
| <b>PAYMENT TERMS</b><br>Payment within 14 days of receipt of invoice.   |  |   |  |

## FINLEY REGIONAL CARE

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Further information regarding Home Care Packages please refer to the My Aged Care website  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)