



Gold Care

Our Gold Care service includes:

- One in-home review each year
- Three home visits each year
- Monthly phone calls to you
- No exit fees
- No basic daily fees



Our costs

Our costs cover package management and care management.

Package management includes the costs for preparing monthly statements, managing your package funds, and compliance and quality assurance. It does not include things like our marketing, office rent, or insurance.

Care management includes things like:

- Creating and regularly reviewing a plan designed with you to ensure the services you access help you achieve your goals
- Coordination and scheduling of your services
- Providing a point of contact for you or your support network
- Identifying and addressing risks to your safety

Costs	Level 1	Level 2	Level 3	Level 4
Fortnightly Home Care Package funding amount	\$393.96	\$692.86	\$1507.80	\$2285.78
Fortnightly Latrobe Community Health Service costs <i>(Package management and case management costs combined)</i>	\$130.06	\$228.62	\$497.69	\$754.32
Fortnightly care management hours	0.8 hrs	1.5 hrs	3.2 hrs	4.9 hrs
Balance of funds to spend on services each fortnight	\$263.90	\$464.24	\$1010.11	\$1531.46

Updated July 2023

If you are a full pensioner, the Federal Government will pay your nominated service provider the fortnightly Home Care Package funding amount in full. If you are a part pensioner or fully-self-funded retiree, an income test may apply. As a result you may receive less funding from the Federal Government, and they will ask you to contribute the difference towards your fortnightly Home Care Package funding amount.





We deliver our Home Care Package services through a mix of our own staff and trusted providers. The listed price ranges reflect the differing costs of delivering services in areas as diverse as metropolitan Melbourne and remote regional areas. We conduct safety, quality and price fairness checks with all registered service providers. This ensures you receive high-quality care and value for money.

Common services - hourly rates	6am-6pm	After hours	Saturday	Sunday	Public holiday
<p>✓ Personal care Personal care services include help with: bathing; showering; toileting; dressing / undressing; getting in and out of bed; washing and drying hair; shaving; and reminding you to take your medication.</p>	From \$29 to \$182	From \$39 to \$206	From \$39 to \$178	From \$39 to \$178	From \$54 to \$218
<p>✓ Transport fee Some providers may charge a transport fee as well as a service provision fee. This applies to some personal care services, such as transport to and from medical appointments.</p>	From \$10 to \$79	From \$75 to \$154	From \$75 to \$113	From \$75 to \$113	From \$75 to \$154
<p>✓ Nursing Nursing services include wound care and management; medication administration such as helping you to take medication; general health and other assessments; some medical tests, including blood pressure; and support with dementia. The costs shown are for nursing services delivered by a Registered Nurse.</p>	From \$35 to \$176	From \$75 to \$250	From \$90 to \$394	From \$90 to \$394	From \$120 to \$315
<p>✓ Cleaning and household tasks Cleaning and household tasks includes help with making beds; ironing; laundry; dusting; vacuuming; and mopping.</p>	From \$27 to \$140	From \$52 to \$134	From \$51 to \$165	From \$51 to \$165	From \$40 to \$218
<p>✓ Light gardening Light gardening includes help with light weeding; watering; light pruning; lawn mowing; or minor garden maintenance.</p>	From \$30 to \$134	From \$60 to \$154	From \$60 to \$126	From \$60 to \$126	From \$60 to \$154
<p>✓ In-home respite A care worker supporting you in your home for a short period of time, for example when your carer is away or unavailable.</p>	From \$35 to \$182	From \$49 to \$218	From \$39 to \$218	From \$39 to \$218	From \$49 to \$218

Other costs

- Additional visits from your Care Advisor (beyond the two annual visits allocated for Silver Care clients) cost \$71 per hour, plus \$1.50 per kilometre travelled from our office to your home and back.
- If you have a preferred provider that is not already registered with us, we will invite them to establish a service agreement with us. This costs \$240 and is charged to your Home Care Package.
- Some service providers charge a travel fee on top of their fee for service provision. This can happen if a provider needs to travel long distances from their office to your home and back. Your Care Advisor will let you know if a travel fee applies before you book a service in. Travel fees vary between \$1 and \$6 per kilometre.
- Please note: the price ranges listed include the minimum and maximum fee you may be charged. Rates are correct as of July 2023.



Silver Care

Our Silver Care service includes:

- One in-home review each year
- One home visit each year
- Monthly phone calls to you
- No exit fees
- No basic daily fees



Our costs

Our costs cover package management and care management.

Package management includes the costs for preparing monthly statements, managing your package funds, and compliance and quality assurance. It does not include things like our marketing, office rent, or insurance.

Care management includes things like:

- Creating and regularly reviewing a plan designed with you to ensure the services you access help you achieve your goals
- Coordination and scheduling of your services
- Providing a point of contact for you or your support network
- Identifying and addressing risks to your safety

Costs	Level 1	Level 2	Level 3	Level 4
Fortnightly Home Care Package funding amount	\$393.96	\$692.86	\$1507.80	\$2285.78
Fortnightly Latrobe Community Health Service costs <i>(Package management and case management costs combined)</i>	\$118.16	\$207.76	\$452.48	\$685.72
Fortnightly care management hours	0.5 hrs	1.0 hrs	2.2 hrs	3.3 hrs
Balance of funds to spend on services each fortnight	\$275.80	\$485.10	\$1055.32	\$1600.06

Updated July 2023

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We deliver these services through a mix of our own staff and trusted providers. The listed price ranges reflect the differing costs of delivering services in areas as diverse as metropolitan Melbourne and remote regional areas. We conduct safety, quality and price fairness checks with all registered service providers. This ensures you receive high-quality care and value for money.

Common services - hourly rates	6am-6pm	After hours	Saturday	Sunday	Public holiday
<p>✔ Personal care Personal care services include help with: bathing; showering; toileting; dressing / undressing; getting in and out of bed; washing and drying hair; shaving; and reminding you to take your medication. Personal care also includes having a support worker take you to and from medical appointments, grocery shopping, or social activities that are on your care plan.</p>	From \$29 to \$182	From \$39 to \$206	From \$39 to \$178	From \$39 to \$178	From \$54 to \$218
<p>✔ Transport fee Some providers may charge a transport fee as well as a service provision fee. This applies to some personal care services, such as transport to and from medical appointments.</p>	From \$10 to \$79	From \$75 to \$154	From \$75 to \$113	From \$75 to \$113	From \$75 to \$154
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