



## Quality Care

Our Quality 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	\$419.30	\$737.38	\$1605.10	\$2433.34
Fortnightly Latrobe Community Health Service costs (This is our Package Management and Case Management costs combined)	\$125.72	\$221.21	\$481.53	\$730.00
Fortnightly care management hours	0.5 hrs	1.0 hrs	2.2 hrs	3.3 hrs
<b>Balance of funds to spend on services each fortnight</b>	<b>\$293.58</b>	<b>\$516.17</b>	<b>\$1123.57</b>	<b>\$1703.34</b>

Updated July 2025

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 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
<b>✓ Personal care</b> 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.	From \$50 to \$115	From \$65 to \$150	From \$75 to \$179	From \$75 to \$230	From \$75 to \$288
<b>✓ Transport fee</b> 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.	From \$50 to \$115	From \$65 to \$150	From \$75 to \$179	From \$75 to \$230	From \$75 to \$288
<b>✓ Nursing</b> 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.	From \$95 to \$253	From \$110 to \$265	From \$140 to \$345	From \$160 to \$368	From \$175 to \$437
<b>✓ Cleaning and household tasks</b> Cleaning and household tasks includes help with making beds; ironing; laundry; dusting; vacuuming; and mopping.	From \$50 to \$115	From \$65 to \$161	From \$75 to \$173	From \$95 to \$207	From \$95 to \$253
<b>✓ Light gardening</b> Light gardening includes help with light weeding; watering; light pruning; lawn mowing; or minor garden maintenance.	From \$50 to \$138	From N/A to N/A	From \$100 to \$173	From \$120 to \$184	From N/A to N/A
<b>✓ In-home respite</b> A care worker supporting you in your home for a short period of time, for example when your carer is away or unavailable.	From \$55 to \$127	From \$65 to \$161	From \$75 to \$242	From \$80 to \$253	From \$95 to \$265

#### Other costs

- Additional visits from your Care Advisor cost \$71 per hour, plus \$1.50 per kilometer 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 provider 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 rates in the non-standard, Saturday, Sunday and public holiday section are the maximum rates that could be charged. Rates correct as of 1 July 2025. Rates are subject to change without notice if provider increases their fees over the current maximum rate.