

HOME CARE PACKAGES

A Guide to Services & Pricing

Effective 1 July 2023



The Village Home Care Services

Please contact our Home Care Coordinators
07 3854 3747
care@thevillage.com.au

The Village Home Care Services

“ Remember, you don't have to access the services until you are ready; but don't hold off on registering and getting assessed, so all is in place when you need it! ”

There comes a point in time when some people may need a little extra help around the place - an extra pair of hands when it comes to the cleaning, a bit of assistance with the cooking, a handy lift to the shops or support with personal care.

Extensive research shows that as we age, the more support we receive in our homes, the longer we remain independent and out of formal residential care.

The Village Retirement Group can provide in-home services to support a healthy and active lifestyle to enable you to maintain your independence.

We offer a wide range of services that can be tailored to suit your individual needs. And because we are part of your Village community we will work with you to develop a personalised support program for your needs; not a standard offering.

With a dedicated and qualified team, we are able to provide services through either our Government funded home care or private fee options. This support is delivered by trained and dedicated staff working within the Village; providing you with the comfort of a familiar face, on time, every time; and a team member who knows you, your home and your needs!



Services & Supports

The following section highlights the typical services The Village Home Care team can deliver:



Personal Care Services

The Village delivers Personal Care services like showering, bathing, toileting, dressing/undressing, getting in/out of bed, washing and drying hair, shaving and medication prompts. We also provide meal preparation and assistance services to help you with a healthy lifestyle.



Domestic Assistance

We deliver light domestic services to keep your home clean and safe. Services include cleaning, laundry, ironing, etc.



Nursing Services

We deliver Nursing services like wound care and management, medication administration, general health and other assessments (continence, cognition), certain medical tests (blood pressure) by our Registered and Enrolled Nurses (AHPRA registered). Note: the service fee does not include the price for goods, like bandages, dressings, and continence aids.



In-home Respite Care

We deliver In-home Respite services to look after you while your primary carer takes a well-deserved break.



Companionship & Social Support Services

We provide companionship services to get you out and about in the community and stay connected with your friends with one-on-one support by our Support Workers. This includes transportation to appointments, shopping as well as transport to social gatherings.



Equipment & Home Modifications

Some changes to your home can make life easier, like handrails, lever taps etc. A mobility device can also make a great difference to your day. You may need an Occupational Therapist assessment to get the adequate equipment/modification approved.



Allied Health

We have a panel of approved Allied Health sub-contractors (i.e. Physiotherapists, Occupational Therapists) to provide a holistic approach to your care services, we will coordinate their involvement on your behalf.

Your Home Care Package Fees

This Pricing Schedule explains how **The Village** charges for services.

Basic Care Fee & Exit Fee

The Village do NOT request customers to pay a Basic Care Fee nor an Exit Fee.

Care Management Fee

This is for conducting a needs and risk assessment, care planning & coordination, evaluation of your services and support, as well as collaboration with various stakeholders. Our Care Management team will work with you to plan and personalise your care and help you use your package in the best way possible.

	Level 1	Level 2	Level 3	Level 4
Per fortnight	\$63.00	\$110.60	\$242.20	\$368.20

Package Management Fee

The Village provides Package Management services to ensure the ongoing administration and smooth delivery of your HCP. It includes the cost of scheduling Support Workers, preparing monthly statements and managing your package funds. It does not include our marketing expenses and office rent.

	Level 1	Level 2	Level 3	Level 4
Per fortnight	\$53.20	\$93.80	\$203.00	\$308.00

Service Fees

Standard Services*	Hourly Rate				
	Standard Hours	Non-Standard Hours	Sat	Sun	Public Holidays
✓ Domestic Assistance	\$79.00	\$90.50	\$107.25	\$130.50	\$160.00
✓ Personal Care ✓ Assist with Medication ✓ Social Support ✓ Respite ✓ Meal Preparation ✓ Transport Support	\$83.00	\$95.00	\$113.00	\$138.00	\$169.00
✓ Nursing Services	\$147.00	Price on request			

* Standard Services are delivered with a 1-hour minimum duration, and additional 30-minute increments thereafter.

** Non-Standard Hours is defined as between 8pm and 6am. Please note, if a period of work crosses a shift boundary (ie different days/times), we are required to pay Support Workers at the higher of the relevant rates. We also charge accordingly, ie if a 2-hour visit ends at 8:01pm the entire visit is charged at the Non-Standard Hours rate.

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Extended Services

Overnight Care

Is delivered in 12-hour shifts. It consists of 8-hours sleep and 4-hours active. Support Workers need a bed in a separate room and need 8 hours sleep. Additional fees will apply for disturbances during the 8 hours sleep, charged at the appropriate hourly rate. More than two disturbance per night will result in the total shift reverting back to an hourly rate.

24-Hour Live-in Care

Is for low care clients requiring regular monitoring in their home by a single Support Worker. Shifts have the same start and end time. Support Workers need a bed in a separate room and can only work 8 hours during any one shift, or the total shift reverts back to an hourly rate. Note: high care is delivered in 3 x 8-hours active shifts with three separate Support Workers on a rotation (charged at the appropriate hourly rates x 24 hrs).

Staff travel costs to visit you

We do NOT charge a \$ per kilometre fee when our Support Workers travel to you. We also do NOT charge you the time it takes for our Support Worker to travel to you.

Additional Charges

Transport

We charge for the distance travelled during a visit as a return trip with/without the client at \$1.25 per km i.e., when our Support Worker takes you shopping or to an appointment.

Third Party Processing Fee

Purchases of material, equipment, and services from an external provider, arranged by us on your request, will be billed directly to your HCP at the cost invoiced by the external provider.

Customer Reimbursement Fee

Payment of an approved HCP expense by a client, will be reimbursed and billed directly to your HCP at the cost invoiced by the external provider.

Cancellation

For less than 7 days' notice to cancel or reschedule a service, the following fees apply:

- If you give notice within 7 days of the service booking and we are unable to make suitable alternative arrangements for a rostered employee, the full-service fee will be charged; and
- Any last-minute cancellations within 24 hours of the service booking will always be charged the full fee for the service as we will have insufficient time to make suitable alternative arrangements.

Please note: This schedule of fees is correct at the time of printing and is subject to change anytime. All amounts are GST exclusive.

A note on Means Testing

Unless you are a full Pensioner, you will be asked to pay an Income Tested Fee (ITF) towards your care. The Department of Human Services (Services Australia/Centrelink) will assess your income and notify you and **The Village** how much you will need to pay. Services Australia reviews your income quarterly. Providers cannot waive or discount this fee – this is a co-payment determined by the Government. If you do not submit your assessment, the Government will charge you the maximum ITF amount. You can access an ITF estimator on the My Age Care website - www.myagedcare.gov.au/

The Village Home Care Services

On hand to provide a helping hand

It is important that we ensure you are informed and understand the way we deliver your services and charge your home care fees. Please do not hesitate to contact our team, should you have any concerns or questions – we are very happy to explain the details and present an indicative budget for your consideration.

We feel privileged that you are considering The Village as your Home Care Package provider and for entrusting us with your care, and the care of your loved ones – be assured that we will do everything in our ability to deliver the best care possible.



**Contact the Village Home Care
Coordinator today**

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