

## Home Care Packages

As of 1 October 2020, our service rates are outlined in the table below:

Home Care Package Service	Basis	Service rates from 1 July 2019	
		Remote	Very Remote
Domestic assistance	Per hour	\$70.04	\$75.05
Personal care	Per hour	\$79.53	\$85.22
Social support individual	Per hour	\$79.53	\$85.22
Social support group (centre-based) 1:3 ratio	Per hour	\$35.81	\$38.37
Social support group (community) 1:3 ratio	Per hour	\$32.87	\$35.22
Flexible respite	Per hour	\$79.53	\$85.22
Home maintenance	Per hour	\$67.59	\$72.42
Transport (up to 50kms)	Per trip	\$20	\$20
Transport (over 50kms)	Per trip	Negotiated on request	
Meal preparation & delivery	Per meal	Negotiated on request	
Nursing care	Per hour	\$139.76	\$149.75
Allied health individual - Psychology	Per hour	\$328.76	\$352.25
Allied health individual - Physiotherapy	Per hour	\$314.47	\$336.93
Allied health individual – Exercise Physiology	Per hour	\$233.79	\$250.49
Allied health individual - Other Therapy	Per hour	\$271.59	\$290.99
Allied health group - Psychology	Per hour	\$109.59	\$117.42
Allied health group - Physiotherapy	Per hour	\$104.82	\$112.31
Allied health group – Exercise Physiology	Per hour	\$77.92	\$83.49
Allied health group - Other Therapy	Per hour	\$90.52	\$96.99

*Per hour means each complete hour or part thereof. Late cancellation fees may be applied. Rates are based on weekdays between 8:30am and 5:00pm. Services provided outside these hours, on weekends and public holidays will be charged at negotiated higher rates. Request for client medical record is \$160 - \$260 per request. NWRH uses the Modified Monash Model (MMM) to determine regional, remote and very remote areas using a scale based on population size and locality.*



## Other Home Care Package Fees Schedule\*

<b>Establishment Fee</b>  Establishment charge is a once only charge which contributes to the cost of setting up your package for the first time. It is not applicable if you have an existing Home Care Package with NWRH and are upgrading your package level.	\$400 one off fee to the package in the first month.
<b>Package Management Fee (administration)</b>  Package management charges cover the costs for the ongoing management for the administration of your monthly invoices and statements, communications reconciling funding, fees and subsidies, rostering and scheduling, information technology and data security inclusive of government reporting and compliance to meet Government Guidelines for Home Care Packages.	Level 1 \$17.20/fn Level 2 \$30.20/fn Level 3 \$65.60/fn Level 4 \$99.40/fn
<b>Care Management Fee (case management)</b>  Care management is an important service that includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan.  Care management include services such as reviewing the Home Care Agreement and care plan, coordination and scheduling of services, ensuring the care is aligned with other supports, providing a point-of-contact for the home care recipient or their support network, ensuring care is culturally appropriate and identifying and addressing risks to the home care recipient's safety.  Care management ensures there is no overlap, over-servicing or mismanagement of services and includes the management of your Home Care Package Funding and budgets. These services may be provided in different ways including face-to-face or via phone or email.	Level 1 \$41.20/fn Level 2 \$72.40/fn Level 3 \$157.30/fn Level 4 \$238.50/fn
<b>Basic Daily Fee</b>  The basic daily fee is set by the government at a percentage of the single basic age pension. This fee varies depending on your Home Care Package level.  The basic daily fee is added to the government subsidy to increase the funds available to you in your Home Care Package budget.	The basic daily care fee is set by the government and changes every six months. NWRH charges the government set rate. For current fees refer to <a href="https://www.myagedcare.gov.au/home-care-package-costs-and-fees">https://www.myagedcare.gov.au/home-care-package-costs-and-fees</a>
<b>Exit Fee</b>  Exit fee covers all the activities required to coordinate the final statement reconciliation, once you decide to leave and disbursement of remaining home care package funds to relevant parties.	\$500 one off charge prior to disbursement of funds.

\*Please note that charges and rates may be updated periodically to reflect changes in the costs of delivering services. Clients will be given reasonable notice of any changes to the fee schedule.

