



NWRH

Home Care Packages

Service rates effective 1 July 2024

Service	Basis	Standard	Remote	Very Remote
Domestic Assistance	Per hour	-	\$92.28	\$98.86
Personal Care	Per hour	-	\$108.80	\$116.58
Social Support – Individual	Per hour	-	\$108.80	\$116.58
Social Support – Group	Per hour	-	\$60.94	\$65.29
Flexible Respite	Per hour	-	\$108.80	\$116.58
Home/Yard Maintenance	Per hour	-	\$89.03	\$95.39
Transport (up to 50km/trip)	Per trip	-	\$25.00	\$25.00
Transport (over 50km/trip)	Per trip	-	Price on Request	
Meal Preparation and Delivery	Per meal	-	Price on Request	
Nursing Care (Registered Nurse)	Per hour	-	\$185.93	\$199.21
Nursing Care (Clinical Nurse - Continence)	Per hour	\$133.27	\$186.58	\$199.91
Allied Health - Psychology	Per hour	\$214.41	\$328.76	\$352.25
Allied Health – Physiotherapy	Per hour	\$193.99	\$314.47	\$336.93
Allied Health – Exercise Physiology	Per hour	\$193.99	\$233.79	\$250.49
Allied Health – Other therapy	Per hour	\$193.99	\$271.59	\$290.99
Allied Health Assistant	Per hour	\$86.79	\$121.51	\$130.19
Allied Health Group	Per Hour	-	\$54.50	\$57.98

Services are charged per 15-minute block or part thereof. Rates are based on weekday services between 7am – 5pm. Services provided outside of these hours or on Public Holidays will attract additional fees. NWRH uses the Modified Monash Model (MMM) to determine regional, remote and very remote locations and subsequent service rate charges.



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Other Home Care Package Fees Schedule

<p>Package Management Fee (administration)</p> <p>Package management charges cover the cost 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.</p>	<p>Based on the costs of providing this service. Please see table below.</p>
<p>Care Management Fee (case management)</p> <p>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.</p> <p>Care management includes services such as: reviewing the Home Care Agreement and Care Plan, coordinating services, aligning care provided with other supports, supporting culturally appropriate care, addressing risks to the home care recipient’s safety, and providing a point-of-contact for you or your support network.</p> <p>Care management ensures that 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.</p>	<p>Based on the costs of providing this service. Please see table below.</p>

Home Care Package Management Fees

Remote	Level 1	Level 2	Level 3	Level 4
Daily Package Management	\$1.69	\$2.97	\$6.45	\$9.77
Daily Care Management	\$4.05	\$7.11	\$15.45	\$23.13

Very Remote	Level 1	Level 2	Level 3	Level 4
Daily Package Management	\$2.03	\$3.56	\$7.74	\$11.72
Daily Care Management	\$4.86	\$8.54	\$18.54	\$27.76





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<p>Basic Daily Fee</p> <p>The basic daily fee is set by the Government at a percentage of the single basic aged 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.</p>	<p>NWRH does not charge the Basic Daily Fee</p>
<p>Income-Tested Fee</p> <p>The income-tested fee is a contribution that care recipients may be asked to pay if they can afford to do so and is in addition to the basic daily fee. The income-tested fee is determined through an income assessment, which is conducted by Services Australia.</p>	<p>Services Australia determine this fee on an individual basis. You will be advised by letter of your fee.</p>
<p>Additional Service Fees</p> <p>If you wish to purchase additional (optional) services over and above what is covered in by your Home Care Package budget, you may do so and pay privately for these services. Services are charged at the advertised rate and you will be invoiced for these monthly.</p>	<p>Additional services charged as per the NWRH Fee schedule.</p>
<p>Cancellation Fee</p> <p>It is your responsibility to notify NWRH if you are not available for a scheduled visit. If you need to cancel an appointment, please provide 24 hours' notice. If less than 24 hours' notice of a change or cancellation is provided, the full visit fee will be invoiced to the package even if you do not receive services.</p> <p>We understand, however, that there may be circumstances when you cannot contact us within this timeframe (i.e- hospitalisation). Under these circumstances we would not charge you for a cancelled visit.</p>	<p>Subject to the cancelled service.</p>

Charges and rates will be updated periodically to reflect changes in the costs of delivering services. Clients will be given notice of any changes to the fee schedule.



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