

	Level 1	Level 2	Level 3	Level 4
Basic daily fee	\$33.32 per week	\$35.25 per week	\$72.45 per week	\$74.41 per week
Exit fee	Nil	Nil	Nil	Nil
Care management	Approx. \$33.50 per week	Approx. \$48.50 per week	Approx. \$79.50 per week	Approx. \$110.50 per week
Package management	Approx. \$16.00 per week	Approx. \$35.00 per week	Approx. \$89.00 per week	Approx. \$145.00 per week

	Direct and Self Standard Rates	Bundle	
		Minimum Rates	Maximum Rates
Personal care	\$67.00	\$40.00	\$84.00
Nursing	\$99.00	\$75.00	\$124.00
Cleaning and household tasks	\$56.00	\$38.00	\$70.00
Light gardening*	\$70.00	\$60.00	\$90.00
In-home respite	\$63.00	\$39.00	\$79.00

* This will vary based on size of property and nature of work required

Other Important Information

Minimum Service Hours	Personal care visits by Support Workers are for a minimum of 30 minutes. All other services are 1 hour minimum. Visitation times greater than minimum hours will be billed in 15-minute increments.
Cancellation Fee	If less than 24 hours' notice is provided, a cancellation fee equal to the scheduled shift will be charged. Unplanned hospital admissions will be exempt.
Kilometers	Kilometers travelled on assisted visits (with and without clients in vehicle) are charged at \$1.10 per km.
Consumables	Consumables used and equipment purchased/hired will be billed as incurred inclusive of any GST.
Sleepovers	Sleepover is charged at \$430.00 for an 8-hour duration with minimal interrupted sleep. An additional 1 hour at each end of the sleep over will be charged at the applicable hourly rate.
Brokered Services	Where the services are contracted to another service provider and their fees are higher than the fees above, then the actual fees charged by such other service provider will be applicable.
Weekends and Public Holidays	Saturday: 1.25 x weekday rates, Sunday: 1.75 x weekday rate Public Holiday: 2.25 x weekday rate

NOTE – These fees and charges are subject to annual review on 1 July 2020. For all terms and conditions related to our Home Care Packages, please contact our Home Care Team on 1300 202 003.