

CANTERBURY CITY COMMUNITY CENTRE

# HOME CARE PACKAGES

no establishment fees  
no exit fees

## A guide to fees and charges

as at July 2019



To learn more about our Home Care Packages  
call **9750 9344** or visit [www.4cs.org.au](http://www.4cs.org.au)

# A guide to fees and charges as at July 2019

Canterbury City Community Centre has been providing services in the Inner West and Canterbury Bankstown local government areas since 1972. We are a locally based and secular Organisation with a good reputation for high quality and caring services. We know our local community and work hard to ensure our services meet your needs. We employ qualified bi lingual staff and will tailor our services to meet the goals set by you.

You should be able to have the choice of Provider when determining the services to meet your needs. If you are currently receiving a service under the Commonwealth Home Support Program from another Organisation and would like to continue to receive that service we can negotiate with the other Organisation to continue these services as part of your Package. Likewise, if you would like to receive some services from Canterbury City Community Centre but have your Package managed by another Organisation we can also broker our services to that Organisation.

If you have just received a Package, or would like to change Providers and move your Home Care Package over to us, give us a call and we can provide some information to help you make a decision to suit your needs.

## How the Government Funding works

When you are allocated a Home Care Package by the Department of Human Services you will be notified of a Package level that meets your care needs and from the Packages available at that time. This funding, plus any additional contributions you may make, must cover the total cost to Organisations in providing your care. Government Fee subsidies are paid to the Organisation and we work with you in developing a Plan in how you would like it spent.

There are guidelines that we must meet concerning eligible items the Package funds can be spent on ... and any unspent funds must be returned to Government should you no longer need them, for example, if you move into a Residential Care facility.

### *The fortnightly amounts provided by Government*

1 Level	2 Level	3 Level	4 Level
\$ 336.54	\$ 586.54	\$ 1288.46	\$ 1951.92

There are a number of supplements that the government pays for specific conditions which can increase your Package amount. You will need to meet eligibility criteria and we can apply on your behalf.

## Means Testing

Unless you are a full pensioner, you will be asked to pay an Income Tested fee towards your care. The Department of Human Services (Centrelink) will assess your income and assets and notify you and Canterbury City Community Centre how much you need to pay. Your income is reviewed by Centrelink quarterly and we cannot waive or discount this fee.

## Optional Client Contribution

Canterbury City Community Centre will not charge the Basic Daily Fee unless directed by you. While everyone taking up a Home Care Package is expected by the Government to contribute toward that cost by paying a basic daily fee, at this time Government has not made this compulsory. Any additional funds you put into your Package will go straight toward service delivery. The maximum Daily Care Fees are in the Table below ... you can contribute none, part or all of this fee. You can also top up your account if you need to during periods of high need. Any contribution you make, that is unspent if you leave our Service, will be returned to you.

### *Maximum Daily Care Fees*

1 Level	2 Level	3 Level	4 Level
\$ 9.44	\$ 9.99	\$ 10.27	\$ 10.54

## What Services are available at Canterbury City Community Centre

### Personal care

We can help with important daily tasks like showering and dressing, hair and make up, nail care and oral care, reminding you about medications, helping you with errands or shopping, driving you to appointments or keeping you connected to community.

### Domestic Assistance

We can help with basic cleaning and household tasks such as dusting, vacuuming and mopping, wiping down the benchtops and washing up, changing bed linen, laundry and ironing, sweeping, helping with meal preparation.

Other professional spring cleaning or heavy duty cleaning is available based on individual care needs and depends on quotation from a supplier.

## Light Gardening

Our Garden Care team will keep your garden safe and tidy with light pruning, weeding and general garden maintenance. A regular lawn mowing service can also be organised but the cost will need to be quoted for your lawn type and size.

## In home Respite

If your regular carer needs a break or to run some errands we can stay with you at home and help out with regular tasks that you would normally do.

## Social Groups

We offer a number of social and light exercise groups at our Centre at Lakemba – stay connected and meet new people. We provide transport to the group and most include a light meal.

## Services purchased from Canterbury City Community Centre

### Hourly fees for Standard services

	Standard hours 6 am to 8 pm	Non Standard hours 8 pm to 6 am	Saturdays	Sundays	Public Holidays
<b>Personal Care</b>	\$ 52.25	\$ 60.25	\$ 68.25	\$ 84.25	\$ 100.25
<b>Domestic Assistance</b>	\$ 52.25	\$ 60.25	\$ 68.25	\$ 84.25	\$ 100.25
<b>Light Gardening</b>	\$ 60 (Range from \$60 – \$ 110 lawn mowing)				
<b>In home Respite</b>	\$ 52.25	\$ 60.25	\$ 68.25	\$ 84.25	\$ 100.25
<b>Nursing</b>	\$ 70.00 - \$ 110.00				
<b>Social Groups</b>	\$ 70.00 per session				

# Care Management and Package Management Service Rates

## Care Management

Care Management is a flat fee which includes the costs involved in developing and reviewing your Home Care Agreement and Care Plan, co ordinating and scheduling services, ensuring your care is aligned with other supports, ensuring your care is culturally appropriate, providing a point of contact for enquiries and concerns, and identifying any safety risks to you associated with providing care. The cost is averaged out over the year and unused hours do not roll over. If additional Care Management is needed, for example during a period of crisis or if needs suddenly escalate to be comparable to those of a higher level package, we may charge additional fees of \$79.96 per hour – but we will discuss this with you first.

### *Fortnightly Care Management Fee*

1 Level - 0.5 hours	2 Level - 1 hour	3 Level - 2 hours	4 Level - 3 hours
\$ 39.98	\$ 79.96	\$ 159.92	\$ 239.88

## Package Management

Package Management is the ongoing organisational activities associated with ensuring the smooth delivery and management of a Home Care Package. It includes the cost for preparing the monthly statements, managing package funds, and compliance and quality assurance activities required in Aged Care.

### *Fortnightly Package Management Fee*

1 Level	2 Level	3 Level	4 Level
\$ 41.59	\$ 83.19	\$ 166.34	\$ 249.51

## Transport

We do not charge a travel fee per kilometre for our Care Workers to travel (without you) to your location. However, any transport, shopping or other journeys that require Care Workers to travel in order to deliver services will be charged at \$ 1.10 per kilometre.

## Service purchased from other Providers

We can offer a wide range of supports and services through working with our trusted partners. Generally we will need to obtain a quote for a service, or product, which is paid in full from your Package. Canterbury City Community Centre will charge an additional 10% handling fee on top of the base cost.

### Nursing Services

Our Nursing partners can support you with medication management, wound care and dressings, continence care and managing your health in the comfort of your own home.

### Allied Health Services

Our Clinical partners can help with falls risk assessments, home safety checks, exercise and therapy programs.

### Home Maintenance and Modifications

Changes to your home can make life easier, like handrails, lever taps, ramps or bathroom modifications. We use a number of qualified and skilled providers. A home assessment by an Occupational Therapist may also be needed.

### Social Support Services

If you are currently attending a social group we can talk with that provider so that you can continue attending and have the fee taken from your Package.

### Assistive Devices

Stay independent with mobility aids, adapted tools, emergency alarms and communication devices.

## Other Important Information

Establishment Fee	We do not charge a fee to establish your Package.
Kilometres	We do not charge you for staff to travel to your location to provide a service. We will only charge \$ 1.10 per km where our staff are providing client transport, shopping or any other journey as part of your service.
Consumables and Equipment	Consumables and equipment purchased or hired will be billed inclusive of GST and will incur a 10% handling fee.
Cancellation Fee	At least 24 hours notice must be given (during business hours) for any cancellations otherwise the full scheduled fee will be charged. Unplanned hospital admissions are exempt.
Minimum Service hours	Services are generally available for a minimum of one hour, and then by half hour increments unless otherwise agreed. Additional Care Management support is charged per 15 minutes.

Brokered Services	If you choose staff or services other than Canterbury City Community Centre a 10% handling fee will apply. We do not charge a separate fee to establish the agreement or Contract with another Provider.
Self Managed Packages	This option is not offered by Canterbury City Community Centre.
Newsletter	We can email or post our free quarterly newsletter to you. It will keep you up to date on our Organisation, on our services and aged care services in general.
Friendly Home Visiting	If you would like a visit at home from one of our volunteers in the Community Visitors Scheme let us know – it is a free service and volunteers can call in for a chat and a cuppa. We will match by your interests and availability.
Exit Fee	We do not charge a fee to leave our Service.

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