

Home Care Packages Pricing Schedule

Effective from 1 July 2024

Who are we?

Dhelkaya Health is an organisation committed to providing quality at home care services that are accessible, affordable and tailored to your individual needs, preferences and lifestyle.

A Dhelkaya Home Care Package (HCP) puts you in control, providing the supports you need to stay safely and home, remaining connected to your community and living your best life.

We deliver our HCPs through a mix of our own staff and trusted providers. We conduct safety, quality and price fairness checks with all our registered service providers, ensuring you receive high quality care and value for money. Our prices below are indicative of industry averages.

Services and Rates*

Common services - hourly rates	Standard hours	Non-standard hours	Saturday	Sunday	Public Holidays
Personal Care – includes help with: showering; toileting; dressing/undressing, getting in and out of bed; hair washing and medication reminders	\$77 - \$91.50	\$81- \$106.60	\$99- \$134.50	\$125- \$156	\$141.60- \$191
Nursing – includes: wound care and management; medication administration; general health assessments; continence management etc	\$131	\$131	\$131	\$131	\$131
Cleaning & household tasks – includes: help with laundry, dusting, vacuuming; mopping; making beds	\$77- \$91.50	\$81- \$106.60	\$99 - \$134.50	\$125- \$156	\$141.60 - \$191
Light gardening & maintenance – including mowing, & simple home maintenance ie cleaning	\$73	N/A	N/A	N/A	N/A

gutters, replacing smoke detector batteries and light globes, fitting of easy access taps, shower hoses and grab rails					
In-Home Respite – Whether it's for a day or overnight, our in-home respite means we'll come to you so your loved one can have a break, secure in the knowledge you are being looked after	\$77 - \$91.50	\$81- \$106.60	\$99- \$134.50	\$125- \$156	\$141.60- \$191
Transport/km	Where staff are required to transport care recipients in the staff's vehicle or perform tasks (eg. shopping), travel will be charged at \$1.20 -\$2.50 per kilometre plus an hourly rate				
* A minimum one-hour charge applies to all services, except nursing services					

Your Home Care Package budget

When the government approves you for a HCP it allocates funds (or a subsidy) for your individual care package. This is combined with your own contributions, which may consist of a basic daily fee (as negotiated) and/or an income-tested care fee which is set by Centrelink (if applicable) and in some instances additional amounts you choose to make. Together these funds make up your HCP budget.

Fees

All approved HCP providers charge package management and care management fees. These fees are deducted from your home care subsidy and the remaining funds go towards your identified supports and services.

If you are a full pensioner, the Federal Government will pay your nominated service provider the fortnightly HCP funding amount in full. If you are a part pensioner or fully-self-funded retiree, an income test may apply. As a result, you may receive less funding from the Federal Government, and they will ask you to contribute the difference towards your fortnightly HCP funding amount.

Care Management fees support activities such as conducting reviews of your needs, goals and preferences; putting services and supports into place and providing home visits to you as planned and as required. We offer fully supported or self-managed options.

Package Management fees cover the ongoing administration and organisational activities required to coordinate your package ensuring a high-quality HCP service.

Fully Supported - Per fortnight	Level 1	Level 2	Level 3	Level 4
HCP funding amount	\$406.14	\$714.28	\$1554.56	\$2356.62
Dhelkaya Health Service Fees (<i>Package management & care management costs combined</i>)	\$117.78	\$207.14	\$450.82	\$683.42
Balance of funds to spend on services	\$288.36	\$507.14	\$1103.74	\$1673.20

Self-Managed - Per fortnight	Level 1	Level 2	Level 3	Level 4
Home Care Package funding amount	\$406.14	\$714.28	\$1554.56	\$2356.62
Dhelkaya Health Service Fees (<i>Package management & care management costs combined</i>)	\$85.29	\$150.00	\$326.46	\$494.89
Balance of funds to spend on services	\$320.85	\$564.28	\$1128.10	\$1861.73

Prices are effective from 1 July 2024. If there are any adjustments to prices you will receive 28 days written notice.

- **Cancellations:** As we have a responsibility to our staff and as a courtesy to other service providers a cancellation fee will apply if you provide less than 24 hours' notice of cancellation. Cancellations made within 24 hours of a booked service may be charged at 100% of the service price, except for emergency hospital admissions.
- **Not home for a scheduled visit:** If you are not present at the scheduled time of a booked service and have not provided us with 24 hours' notice of cancellation, you may be charged at 100% of the service price
- **GST:** Dhelkaya Health does not charge GST.
- **Service availability:** The availability of services provided directly by Dhelkaya Health differs by location. In some locations, we do not have the team members to provide services. In these areas, our team will work with care recipients and/or carers to identify alternative service providers and ensure that the service prices of these external service providers are explained and agreed to prior to booking. If regular services fall on a public holiday they will go ahead as scheduled charged at public holidays rates unless Dhelkaya Health is notified to cancel or reschedule the service.

Contact Us

At Dhelkaya Health, we support you through every stage and step of your care.

We would love to chat with you about our Home Care Packages. Please contact us at any time and one of our friendly staff members will cheerfully assist and guide you.

T. 5479 1000

E. hcp@castlemainehealth.org.au

dhelkayahealth.org.au/home-care-packages