



PO Box 620 Wynnum Qld 4178
 P: 07 3901 1165
 F: 07 3396 9905
ABN: 99 099 813 724
ACN: 099 813 724



Fee Schedule for Home Care Packages

Effective from 2nd July 2018

The below rates are all inclusive. There are **NO** hidden costs, **NO** basic daily fees, **NO** case management fees, and **NO** onboarding costs. We provide a **FREE** in home consultation.

For new customers we offer a one month **FREE** yard maintenance service.*

Please call us today to find out how we can help you (07) 3901 1165.

Administration Fees

Administration fee is from just **7%** and includes: Generating invoices, managing budgets, paying your therapy and other third party supports, and reporting. This fee may increase to a maximum of 15% depending on therapies and other third party supports we need to coordinate on your behalf.

Service Rates

Care planning, assessments, service coordination, case management and community linking service rates are **all included in our direct service delivery rates.**

Service	Basis	Weekday 6am-8pm	Evening/ Night	Saturday	Sunday	Public Holiday
Personal care	Per hour	\$54.34	\$62.25	\$73.74	\$82.96	\$107.02
Domestic assistance	Per hour	\$54.34	\$62.25	\$73.74	\$82.96	\$107.02
Social support	Per hour	\$54.34	\$62.25	\$73.74	\$82.96	\$107.02
In home respite	Per hour	\$54.34	\$62.25	\$73.74	\$82.96	\$107.02
Meal preparation	Per hour	\$54.34	\$62.25	\$73.74	\$82.96	\$107.02
Transport	Per km	90c	90c	90c	90c	90c

Example of How to calculate your Direct Service Hours

Funding Package		Plan Management Fee % (Assuming no 3rd party supports)	Plan Management Fee per Annum \$	Plan Management Fee per Week \$	Funds available for Direct Services per Annum \$	Weekday Service Rate \$	Direct Service Hours per Annum	Direct Service Hours per Week
Lvl 1	\$8,250.00	7.00%	\$577.50	\$11.11	\$7,672.50	\$54.34	141	3
Lvl 2	\$15,000.00		\$1,050.00	\$20.19	\$13,950.00		257	5
Lvl 3	\$33,000.00		\$2,310.00	\$44.42	\$30,690.00		565	11
Lvl 4	\$50,250.00		\$3,517.50	\$67.64	\$46,732.50		860	17

Exit Fee

Exit fee covers all the activities required to coordinate the final statement reconciliation and disbursement of unspent home care amounts to relevant parties. \$278.10

Income Tested Fees: may apply based on individual circumstances and determined by the Department of Human Services.

Cancellation fees: Less than 24 hour's notice but more than 2 hours at the applicable hourly rate. 2 Hour's notice or less will be charged at the full booking price.

*Conditions apply.



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Please note that rates and fees may be updated periodically to reflect changes in government subsidy amounts and in the costs of delivering services. Customers will be given reasonable notice of any changes to the fee schedule.

Carers Link's fees

Administration & Service Rates

Carers Link provides a free consultation with our Aged Care Advisor, to understand your needs and the supports you may require.

Regardless of your package level, our administration fee is from a LOW 7%, which allows you to maximise your package funding, while being assured of quality case management and support. The administration fee includes generating invoices, managing budgets, paying your therapy and other third party supports, and reporting. This fee may increase to a maximum of 15% depending on therapies and other third party supports we need to coordinate on the package holder's behalf.

Our Service rates includes care planning, assessments, service coordination, case management, community linking and direct service delivery to you.

Why choose us?

Carers Link is committed to providing services that exceed customer's expectations. We offer:

- A free initial consultation to understand your needs, and how to maximise your funding package.
- NO hidden fees or unnecessary charges – we keep your administration costs LOW to maximise your funding
- 24/7 support through our dedicated and qualified Lifestyle Supporters. We also manage our own after hour's service to ensure seamless service delivery especially in emergencies.
- Experienced and professional administrative team who provide expert case management, support coordination and financial services
- Inclusive support, which embraces cultural diversity
- Membership to our Loyalty Club which provides access to exclusive discounts and benefits through our referral partners
- Quality assurance for customers, with compliance to Home Care Common Standards and certification to the Human Services Quality Standards.
- Exclusive dementia support through our Memory Function Assistance Program which aims to increase and stimulate cognitive functioning and effective working memory.
- One month FREE lawn maintenance services to new customers. *Conditions apply.



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Examples of services and supports under your Home Care Package

Your provider will work in partnership with you to tailor care and services to best support your needs and goals. Here are some examples of things that you can use your package funds for:

Personal care:

assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication.

Domestic assistance:

cleaning of house (essential areas), laundry, making beds, folding washing, dusting, basic garden maintenance.

In home services:

respite care, meal preparation, medication prompts, personal alarm monitoring.

Nutrition and diet:

assistance with preparing meals, assistance with using eating utensils and assistance with feeding. Basic cooking classes, meal delivery, diabetic magazine subscriptions.

Continence management:

assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.

Social assistance:

attending social activities and programs, go for a stroll in the park, out for coffee, walk the dog with you, help make memory photo books etc.

Assistive technology:

devices that assist mobility, communication and personal safety, internet access, iPad, computer equipment, hands-free speaker phone.

Carer respite:

Provide carers with a much deserved break, providing carers with peace of mind that the person they care for is being well looked after while they're away from them.

Nursing, allied health and therapy services:

speech therapy, podiatry, occupational or physiotherapy services, counselling, some hearing and vision aids, companion pets.

Exercise programs and classes:

hydrotherapy, yoga, massage, gym, personal trainer, treadmill, etc.

Management of skin integrity:

assistance with bandages, dressings and skin emollients.

Transport and personal assistance:

assistance with shopping, medical appointments, attending social activities. Fuel vouchers or taxi vouchers to use to get around without a worker needing to be present.

Aids and equipment:

providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance using these aids.

Professional cleaning:

laundering, spring cleaning, therapeutic bed and mattresses.

Telehealth:

video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care.

Home modifications:

Making raised garden beds, purchase or hire of equipment for home modifications.