

HOME CARE PACKAGE FEE SCHEDULE Effective 1st July 2019

Reliable Hands Community Care Services (Prev. Helping Hands Community Care Services) – July 2018
Home Care Package & Customer Funded



Helping Hands Community Care Services offers easy access to advice and services that can support you to live independently in your home and community. From assistance with simple tasks in and around your home, to helping you design and implement a service program to meet your individual needs.

Help at Home

	Monday - Friday (6am-6pm)	Weeknights (6pm - 6am)	Saturday	Sunday	Public Holidays
Cleaning Personal Care Social Support Meal Preparation Shopping Assistance Transport	\$56.99	\$65.54	\$85.49	\$113.98	\$142.48
Garden & Home Maintenance	\$56.99	-	-	-	-
Package and Care Management Fees per hour	Level 1	Level 2	Level 3	Level 4	
Package Management Fee (Admin Fee) Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It may include the costs for: preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages.	\$32.26	\$43.70	\$105.07	\$112.68	
Care Management Fee (Case Mngt Fee) Care management may include, Reviewing your Home Care Agreement (an Agreement between you, and your provider, detailing the services you will access) and Care Plan (a Plan designed by you and your provider to ensure the services you access help you achieve your goals) <ul style="list-style-type: none"> •Coordination and scheduling of services •Ensuring your care is aligned with other supports •Providing a point-of-contact for you or your support network •Ensuring the care, you receive is respectful of your culture; & Identifying and addressing risks to your safety. 	\$64.53	\$87.39	\$105.07	\$131.46	

A transport fee of \$0.78 per km will be charged for mileage conducted during Help at Home visit.

Social Activities and Respite

	Monday - Friday (6am-6 pm)	Weeknights (6pm -6am)	Saturday	Sunday	Public Holidays
Social Groups and Outings including centre-based respite and day respite	Costs available on request	Refer to Social Activities price list	-	-	-
In-Home Respite	\$56.99	\$65.54	\$85.49	\$113.98	\$142.48

Health and Wellbeing Services

	Monday - Friday (6am-6 pm)	Weeknights (6pm -6am)	Saturday	Sunday	Public Holidays
Nursing services	\$90.2	\$103.73	\$135.30	\$180.40	\$225.50
Physiotherapy	\$165	\$185	\$205	\$225	\$235
Occupational Therapy	\$185	-	-	-	-
Social Work	\$125	-	-	-	-
Exercise Physiology	\$125	-	-	-	-
Fitness Leader	\$125	-	-	-	-

All prices exclude GST (GST may apply to private and brokered services)

Please note: this information is valid from 1 July 2019; all prices are subject to change.

Reliable Hands Community Care Services Pty Ltd (Prev. Helping Hands Community Care Services Pty Ltd.) **ABN 66 602 115 597**

Other Fees & Charges

- A Full cancellation fee will be charged if the service is cancelled with less than 12 hours' notice, or the customer is not at home at the time of the scheduled service, or the worker is turned away (excluding Wellness and Exercise Groups).
- Social Support Customers are responsible for entry fees, entertainment costs, meals, transport, parking fees, volunteer expenses, etc.
- If you choose to use a provider not on the Reliable Hands approved provider list, a \$150 fee will be charged to cover administration costs.
- When using your own provider, the provider's invoice fee for this service will be included in your Reliable hands statement.
- Exit fee \$0
- Agency External Provider Fee \$0
- Brokered External Provider Fee \$0
- Reliable hands Community Care service fees are reviewed every 12 months.

For further information please call 1300 685 206 or visit

www.helpinghccs.com.au

RHCCS is for-profit community organisation promoting opportunities and services to support good lives for older people.



helpinghandscss.com.au



1300 685 206



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