



**YOUR LIFE IN
YOUR HOME**
is our priority

UPA HOME CARE PACKAGE - Service Price Guide

Applies to new Consumers receiving services from July 1, 2019

Home Care Services			
<p>A wide range of home care services designed to meet your unique requirements - including personal care, respite, domestic assistance, shopping, meal preparation, transport, medication or welfare checks.</p> <p>Other services are also available – just ask your Coordinator!</p>			
<i>(Services outside these hours by negotiation, additional costs apply)</i>	30 minutes or less	\$ per hour	'top up' private service per hour (Excluding GST)
Monday – Friday 7am – 7pm	41.30	59.00	59.00
Saturday 7am – 7pm	62.00	88.5	88.5
Sunday 7am – 7pm	72.30	103.30	103.30
Public Holidays 7am – 7pm	103.30	147.5	147.5
<p>Minimum Service Times: 30 minutes' minimum charge. All services rounded up in 15-minute increments</p> <p>*Not all services are eligible for 30-minute visits</p>			
Nursing Services			
<p>Our Nursing Services provide a range of assessments and clinical support such as complex continence management, wound care and palliative care. <i>'nursing' is for services delivered by a Registered Nurse and excludes the costs of goods.</i></p>			
<i>(Services outside these hours by negotiation, additional costs apply)</i>	30 minutes or less	\$ per hour	'top up' private service per hour (Excluding GST)
Registered Nurse (RN) Monday – Friday 8.30am – 5pm	\$66.80	\$95.40	\$95.40
Saturday 9am – 5pm	\$100.20	\$143.10	\$143.10
Sunday 9am – 5pm	\$116.90	\$167.00	\$167.00
Public Holiday (9am – 5pm)	\$167.00	\$238.50	\$238.50
Nursing Care under supervision of RN Mon – Fri 9am – 5pm	\$49.40	\$70.40	\$70.50
<p>Minimum Service Times: 30 minutes' minimum charge. All services rounded up in 15-minute increments</p> <p>*Not all services are eligible for 30-minute visits</p>			
Transport			
<p>We can take you to medical and other appointment, shopping, social outings – just tell your Coordinator where you would like to go.</p>			
<p>Minimum Service Times:</p> <p>Transport drop off/pick up - 30 minutes at Home Care Service rate above, rounded up by 15-minute increments</p> <p>Escorted Transport/appointments - 1 hour at Home Care Service rate above, rounded up by 15-minute increments</p> <p>Transport service = \$1.30 per km</p>			

Cancellation of Service	
Before 4pm on the day prior to scheduled service	No Charge
After 4pm on the day prior to scheduled service or not home when staff arrive for scheduled service	The scheduled service cost will be charged

Package Management & Care Management				
<p>Package management is the ongoing organisational activities associated with ensuring the smooth delivery and management of a home care package. It may include the costs for preparing monthly statements; managing package funds; and compliance and quality assurance activities required for home care</p>				
<p>Care Management <i>Care management is an important service that includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. Every Home Care Package, including those being self-managed will require some level of care management.</i></p>				
Service	Level 1 - daily	Level 2 - daily	Level 3 - daily	Level 4 - daily
Package Management	\$0.00	\$5.50	\$8.30	\$11.00
Care Coordination/Case Management[#] – Self-managed <small>(requires a minimum period of Complete Support to determine capacity for self-management)</small>	\$3.10 25 Mins per fortnight	\$4.10 40 minutes per fortnight	\$7.90 60 minutes per fortnight	\$12.90 80 minutes per fortnight
Care Coordination /Case Management[#] – Comprehensive support	\$4.60 45 minutes per fortnight	\$6.30 60 Minutes per fortnight	\$14.80 90 minutes per fortnight	\$24.10 120 minutes per fortnight
Exit Amount	UPA does not charge an exit amount when you leave our service.			
Additional Case Management				
Our Home Care Packages include built in Care Coordination/Case Management [#] , but at times additional support is needed and we are here to help.				
Monday -Friday – 8.30am – 5pm \$88.20 per hour <i>(additional cost outside business hours & Case Management/Coordinator outside of the core Case Management tasks, assessments & reviews)</i>				
Contractor / Third Party Fees				
UPA is happy to work with other service providers of your choice or to facilitate equipment or other goods as part of your Home Care Package. However, we need to make sure they meet the necessary quality and legislative standards. We require them to enter into an agreement with us and we undertake routine monitoring.				
Contract set up cost (per Contractor)	\$100-300 depending on complexity			
Contract services e.g. gardening, podiatry, brokerage etc	Cost of service by negotiation. All contract services and equipment provision will incur a 20% handling fee per invoice.			

*UPA Service Price Guide is reviewed annually on 1 July but we may amend fees at other times with one month's notice. Service charges from external agencies may change at other times.

*Australian Department of Aged Care have reviewed pricing legislation & all new Consumers from July 1, 2019 will be under a different pricing structure which has been updated on the My Aged Care Website.