



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

UPA HOME CARE PACKAGE - Service Price Guide

July 1, 2020

Home Care Services			
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. Other services are also available – just ask your Coordinator!			
<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	\$42	\$60	\$60
Saturday 7am – 7pm	\$63	\$90	\$90
Sunday 7am – 7pm	\$73	\$105	\$105
Public Holidays 7am – 7pm	\$105	\$150	\$150
Minimum Service Times: 30 minutes' minimum charge. All services rounded up in 15-minute increments *Not all services are eligible for 30-minute visits			
Nursing Services			
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>			
<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	\$68	\$97	\$97
Saturday 9am – 5pm	\$102	\$146	\$146
Sunday 9am – 5pm	\$119	\$170	\$170
Public Holiday (9am – 5pm)	\$170	\$243	\$243
Nursing Care under supervision of RN Mon – Fri 9am – 5pm	\$50	\$72	\$72
Minimum Service Times: 30 minutes' minimum charge. All services rounded up in 15-minute increments *Not all services are eligible for 30-minute visits			
Transport			
We can take you to medical and other appointment, shopping, social outings – just tell your Coordinator where you would like to go.			
Minimum Service Times: Transport drop off/pick up - 30 minutes at Home Care Service rate above, rounded up by 15-minute increments Escorted Transport/appointments - 1 hour at Home Care Service rate above, rounded up by 15-minute increments Transport service = \$1.30 per km			
Your UPA Home Care Coordinator will discuss other transport costs with you such as travel to your home situations.			

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

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

Care Management

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.

Service	Level 1 - daily	Level 2 - daily	Level 3 - daily	Level 4 - daily
Package Management	\$0.00	\$5.60	\$8.50	\$11.20
Care Coordination/Case Management[#] – Self-managed (requires a minimum period of Complete Support to determine capacity for self-management)	\$3.20 25 Mins per fortnight	\$4.20 40 minutes per fortnight	\$8.10 60 minutes per fortnight	\$13.20 80 minutes per fortnight
Care Coordination /Case Management[#] – Comprehensive support	\$4.70 45 minutes per fortnight	\$6.40 60 Minutes per fortnight	\$15.10 90 minutes per fortnight	\$24.60 120 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 (additional cost outside business hours & Case Management/Coordinator outside of the core Case Management tasks, assessments & reviews)

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.

*UPA Regions may have a slight variance in service charges which will never be more than our published prices on My Aged Care or this service price guide.