



UPA HOME CARE PACKAGE - Service Price Guide

Home Care Services

A Home Care Package provides coordinated care and services that help senior Australians to live safely and independently in their own home for as long as it is safe and appropriate to do so.

Direct Care & Services attend to by UPA care workers	Monday – Friday 7am – 7pm		After 8pm before 6am
	30 minutes or less	\$per hour	(1hr services)
<ul style="list-style-type: none"> Household Services Personal Care Social Support Transport Shopping Respite in home Meal Prep Other services 	\$46.20	\$61.00	\$70.15
Saturday 7am – 7pm	\$63.00	\$90.00	\$101.25
Sunday 7am – 7pm	\$73.00	\$105.00	\$118.12
Public Holidays 7am – 7pm	\$105.00	\$150.00	\$168.75
Transport \$1.30 per km 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: 30 minutes' minimum charge. All services rounded up in 15-minute increments *Not all services are eligible for 30-minute visits		

Cancellation of Service

24 Hours' notice	No Charge
Less than 24 Hours' notice or Not Home for Scheduled Service	The scheduled service cost will be charged

Registered Nurse	\$ per 30 minutes	\$ per hour	After 8pm before 6am (1hr services)
Registered Nurse (RN) Monday – Friday 8.30am – 5pm	\$68	\$97.00	\$109.12
Saturday 9am – 5pm	\$102.00	\$146.00	\$164.25
Sunday 9am – 5pm	\$119.00	\$170.00	\$191.25
Public Holiday (9am – 5pm)	\$170.00	\$243.00	\$273.37

Minimum Service Times: 30 minutes’ minimum charge. All services rounded up in 15-minute increments

*Not all services are eligible for 30-minute visits

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: Includes reviewing the care recipient’s Home Care Agreement and care plan, co-ordinating and scheduling care, and services, ensuring care and services are aligned with other supports, liaising with the care recipient and the care recipient’s representatives, ensuring that care and services are culturally appropriate, and identifying and addressing risks to the care recipient’s safety.

Service	Level 1 - daily	Level 2 - daily	Level 3 - daily	Level 4 - daily
Package Management	\$0.00	\$5.60	\$9.50	\$11.20
Care Management– Self-managed UPA still need to have oversight over what self-managing care recipients spend their package budget on.	\$3.20 20 Mins per fortnight	\$4.20 30 minutes per fortnight	\$8.10 45 minutes per fortnight	\$13.20 60 minutes per fortnight
Care Management - Comprehensive support	\$ 4.70 30 minutes per fortnight	\$6.40 45 Minutes per fortnight	\$15.10 60 minutes per fortnight	\$24.60 80 minutes per fortnight
Exit Amount	UPA does not charge an exit fee.			
Basic Daily Fee	UPA does not charge a basic daily fee.			
Level 1 package management	UPA does not charge level 1 package management			

Additional Care Management

Our Home Care Packages include built in Care Management, but at times additional support is needed and we are here to help. If your care requirements determine more time is needed than that allocated, this can be provided at an additional Care Management rate.

Monday -Friday – 8.30am – 5pm \$90.50 per hour (*additional cost outside business hours & Care Management outside of the core Care Management tasks, assessments & reviews*)

Sub-Contracting Arrangements

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 public health orders or legislative requirements and may require a contractor to enter into an agreement with UPA, who will undertake routine monitoring and annual compliance reviews.

UPA will only charge separate sub-contracting fees if the sub-contracting arrangement is at the consumer's requests. Any costs associated with provider initiated sub-contracting arrangements will be incorporated into published direct costs or through care management and package management fees and will be reasonable and justifiable.

Account Handling Fees

Account handling fees for purchases of products at the consumers request may attract a handling fee depending on the time involved in organising purchase and delivery. This will be discussed with you and any additional fees will appear on your statement.

*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.