

## UPA HOME CARE PACKAGE - Service Price Guide

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

|                                                                         |                                                                                                                                                                                   |          |                           |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------|
| <b>Direct Care &amp; Services</b><br>attended to by<br>UPA care workers | Including but not limited to services such as domestic assistance, personal care, social support, transport, shopping, respite in your home, meal preparation and light gardening |          |                           |
|                                                                         | 7am – 7pm                                                                                                                                                                         |          | After 7pm,<br>before 7am* |
|                                                                         | 30 min or less                                                                                                                                                                    | Per hour | (1hr services)            |
| Monday – Friday                                                         | \$52.45                                                                                                                                                                           | \$74.90  | \$86.10                   |
| Saturday                                                                | \$78.65                                                                                                                                                                           | \$112.40 | \$129.20                  |
| Sunday                                                                  | \$91.75                                                                                                                                                                           | \$131.10 | \$150.80                  |
| Public Holidays                                                         | \$131.10                                                                                                                                                                          | \$187.30 | \$215.40                  |

|                    |                                                                              |  |  |
|--------------------|------------------------------------------------------------------------------|--|--|
| <b>Transport**</b> | We can take you to medical and other appointments, shopping, social outings. |  |  |
| Flat rate          | \$1.40 per km                                                                |  |  |

|                         |                                                                                                     |          |                           |
|-------------------------|-----------------------------------------------------------------------------------------------------|----------|---------------------------|
| <b>Registered Nurse</b> | Services provided by our Registered Nursing Team including clinical assessment and service delivery |          |                           |
|                         | 7am – 7pm                                                                                           |          | After 7pm,<br>before 7am* |
|                         | 30 min or less                                                                                      | Per hour | (1hr services)            |
| Monday-Friday           | \$83.40                                                                                             | \$119.10 | \$137.00                  |
| Saturday                | \$125.10                                                                                            | \$178.70 | \$205.50                  |
| Sunday                  | \$146.00                                                                                            | \$208.50 | \$239.70                  |
| Public Holiday          | \$208.45                                                                                            | \$297.80 | \$342.50                  |

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

\*Not all services are eligible for 30-minute visits

\*\* Travel to and from clients is not charged if less than 15kms. Time and kms can be charged if beyond this. This will be discussed and agreed to prior to scheduling services.

## Fixed Charges

### Package Management

### Care Management

Services under package management include:

- Establish and manage home care budgets,
- Coordinate services, such as schedule services and workers or arrange respite care,
- Prepare monthly statements, respond to enquiries about invoices, organise third party services,
- Buy equipment such as mobility aids,
- Maintain and update income-tested care fee and basic daily fee payments,
- Paperwork for ceasing care, store and maintain records,
- Ensure staff are suitable such as with police checks and immunisation checks,
- Train and educate staff,
- Conduct quality improvement, compliance and assurance activities,
- Complete financial reporting,
- Maintain COVID-19 reporting.

Supports under care management include:

- Regularly assessing the person's needs, goals and preferences,
- Reviewing the home care agreement and care plan, ensuring care and services are aligned with other supports,
- Partnering with the care recipient and their representatives about their care,
- Ensuring that care and services are culturally safe,
- Identifying and addressing risks to the care recipient's safety, health and wellbeing,
- Referral to ACAT if needs change, case conferencing with care recipients, treating health professionals, and GP if appropriate,
- Where care recipients have consented to the interaction: Supporting timely and appropriate referral to individuals, other organisations and/or providers of other care and services.

| Service, per fortnight                   | Level 1 | Level 2  | Level 3  | Level 4  |
|------------------------------------------|---------|----------|----------|----------|
| Package Management<br>11% of HCP funding | \$43.30 | \$76.20  | \$165.9  | \$251.50 |
| Care Management<br>16% of HCP funding    | \$63.00 | \$110.90 | \$241.30 | \$365.80 |

### 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