



MAKING THE MOST OF YOUR HOME CARE PACKAGE

We love finding easier ways for our customers to access the support that they need to *live the life that they want*. This is because we deliver the type of Home Care Package (HCP) that we would want for ourselves.

Country Home Services (CHS) customers – YOU - have the most say on how income is spent. Income includes the daily commonwealth subsidy, customer contribution and any assessed supplements. Expenditure includes both indirect (Care Management Fees) and direct services.

The customer contribution equates to 17.5% of the single aged pension. You may be asked to pay an additional income tested fee based on your financial situation – this is assessed by the Department of Human Services. Not sure if this applies to you? Then please call us on **1300 773 202** if you want to know more about this process.

Low overheads mean that operational costs and fees are kept to a minimum.

You can expect to access the following funds:	
HCP Level	Minimum fortnightly funds available to purchase services, equipment and/or materials [^]
1	\$ 400
2	\$ 640
3	\$1180
4	\$1740

You can expect to pay the following fee (deducted from your HCP funds):	
Fortnightly Care Management fee – includes package co-ordination, support and administration fees.	
	\$ 52
	\$ 82
	\$236
	\$356

[^] The Department paid 'Home Care Subsidy' can be affected by longer than normal leave periods, for example – hospital stays, residential respite and holidays outside of the maximum annual allowance. This amount does not include daily supplements.

Daily supplements

You may be eligible for a range of additional supplements that are allocated to the available package funds, these include:

- The Dementia and Cognition and Veteran Supplement, ranging from \$19.39 to \$112.49 per week;
- Oxygen and Enteral Feeding Supplements, please ask as this is quite complex; and
- Home Care Viability Supplement, \$0 to \$130.97 per week – based on where you live.

Looking for a package that complements your lifestyle, your choices and your desire to live the best life at home - Then call us on 1300 773 202

Our staff are experts in securing the maximum daily supplements for you. We will have a good idea of what you may be entitled to, so please ask for further information.

You can **access many different supports** through your HCP, including but not limited to:

Dog walking, driving lessons, reorganizing kitchen cupboards, remedial massage, transport to visit friends & family, installation of raised garden beds, cleaning out an old shed, sorting through old clothes, pruning fruit trees, assisting with making jam & preserves, home safety assessment....

You may purchase your services from CHS. The following **customer charges** apply:

	Minimum Time	Monday - Friday	Saturday	Sunday	Public Holiday
Cleaning Personal Care Meal Preparation Social Support	Up to 30 minutes	\$40 per ½ hour	Ask us for a quote	Ask us for a quote	Ask us for quote
Cleaning Personal Care Meal Preparation Social Support	1 Hour	\$60 per hour	\$90 per hour	\$90 per hour	\$90 per hour
In-home respite	1 Hour	\$70 per hour	\$90 per hour	\$90 per hour	\$90 per hour
Garden & Home Maintenance	1 Hour	\$80 per hour	\$90 per hour	\$90 per hour	\$90 per hour
Advisor (additional home visits)*	1 hour	\$60 per hour	n/a	n/a	n/a
Transport – please enquire					

Notes:

- Above charges apply from July 2019 and are reviewed annually.
- One all-inclusive Care Management fee covers the cost of package coordination, support and administration.
- A dedicated Advisor. Our staff are the best at building relationships and your Advisor will work with you to ensure we meet your needs both now and in the future.
- *One Advisor home visit per year included – additional home visits are chargeable.

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- A complimentary in home Occupational Therapy assessment on commencement.
- A \$25 cancellation charge may be payable if a scheduled service is cancelled with less than 12 hours' notice, or the contractor is turned away.
- No Exit fees apply.
- No travel charges apply.
- An extremely low surcharge (10%) on the purchase of approved aids and equipment valued from \$100 and over.
- Approved aids, equipment, services must be purchased through CHS (GST exempt) – no reimbursement will be made for goods or services purchased privately.
- If purchasing services from another provider a \$15 fee per service will apply.
- Seven day a week services, delivered at the time of your choice to complement your lifestyle.

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