

Fees effective 1 July 2021

# Home Care Services and Pricing Schedule



## Who is this pricing schedule for?

This pricing schedule is designed for any person who wishes to book home care services through Benetas. This schedule mostly consists of information for people with a Home Care Package, although the service fees also apply to individuals who wish to pay for their home care privately. Please see page 17 for information on CHSP fees.

Please note this document applies to clients who have signed the Home Care Package agreement from July 1 2019. If you are on an agreement signed prior to this date, please speak to your Client Advisor.

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# How can you pay for your home care services?

## Commonwealth Home Support Programme (CHSP)

The Commonwealth Home Support Programme (CHSP) provides you access subsidised entry-level support services to live independently and safely at home. This program may be suitable if you do not qualify for a Home Care Package. You can apply for this programme through My Aged Care.

## Home Care Package

A Home Care Package is a government-funded program designed to support you to live at home independently. Created for older people with complex care needs, it enables you to access an extensive range of affordable home care services.

You can apply for a Home Care Package through My Aged Care. If you already have a Home Care Package, you can easily switch your services to Benetas.

## Home and Community Care Program for Younger People (HACC-PYP)

HACC-PYP is a Victorian Government-funded program for people under 65 and Aboriginal people under 50 who need assistance to remain independent at home and in the community.

You may be eligible if you require assistance due to chronic illness, injury, short term health need or are impacted by physical and/or psychosocial functional impairment related to a disability (for which you are not eligible for NDIS).The program is also available for carers.

## National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (known as the NDIS) is a national Government initiative for people living with a permanent and significant disability. The scheme provides lifelong support, where people have more choice and control over how they receive services. Supports may include allied health and therapy services, equipment, personal care, domestic help, and getting involved in the community.

## Veterans' Home Care (VHC)

Veterans' Home Care (VHC) is a Department of Veterans' Affairs program which provides a range of home care services designed to maintain the health, wellbeing and independence of eligible veterans and/or war widows and widowers.

Please note, some of these options are available in select regions only. Please contact us for details.



## Privately Funded

The government assessment process can take time, so if you need services immediately or don't want to wait, you could consider privately funded services as an ongoing or interim measure. You can top up, add, reduce or cease private services as you like. You can also supplement your package or government funding with additional privately funded services.

If you choose to privately fund your services, we're often able to start providing home care within 3-5 business days. Although you won't receive financial support from the government, you'll have access to all of our high-quality services without the hassle of waiting lists or extra paperwork.

Please note, some of these options are available in select regions only. Please contact us for details.

To understand more about how you could pay for your services, please contact us. We can arrange an obligation free consultation to help you explore your options.

Call **1300 23 63 82** or visit [benetas.com.au/home-care](https://benetas.com.au/home-care)

# Home Care Package Fee Information

## Your Home Care Package budget

If you are eligible for a Home Care Package, the Australian Government will contribute to the cost of your care to make it more affordable for you. The money within your Home Care Package budget is made up of:

- The Australian Government contribution
- Contributions from you (known as the 'Income-Tested Care Fee' if applicable)

## The Australian Government Contribution

The Government contributes a different subsidy amount for each level of Home Care Package. As at 1st July 2021, the government subsidy contributed per fortnight for each package level is:

Fees per fortnight	Level 1	Level 2	Level 3	Level 4
Government Contribution	\$346.22	\$609.00	\$1,325.24	\$2,009.00

## Income-Tested Care Fee

If you have or are about to get a Home Care Package, and if you do not receive a full pension, you may need to make a contribution to the cost of your care. This is known as an income-tested care fee. The fee is different for everyone because it is based on your individual income. Please note, the money you receive from the government will reduce by the same value of the income tested fee you are assessed to pay. Additionally, the income-tested care fee is payable daily from the date of signing the agreement, regardless of how often services are provided.

If you haven't already, you will need to have an income assessment to determine whether or not you will be required to pay this fee. We recommend you do this as soon as you can as the process can take time.

For more information visit [myagedcare.gov.au/income-assessment-home-care-packages](https://myagedcare.gov.au/income-assessment-home-care-packages) or call **1800 227 475**.



## How your Home Care Package budget will be used

Your Home Care Package budget will be split into three main expenditures:

1. **Package Management**
2. **Care Management**
3. **Money to spend on services**

Package and Care Management are not out of pocket costs, they are deducted from your Home Care Package budget.

Please note, at Benetas there are:

- ✓ **NO basic daily fees**
- ✓ **NO set up fees**

### Package Management

Package Management fees cover the ongoing administration and organisational activities required to coordinate your package. It includes the cost of preparing monthly statements, managing package funds, aged care compliance and quality assurance activities.

At Benetas, Package Management fees are charged at a set 15% of your Home Care Package.

Fees per fortnight	Level 1	Level 2	Level 3	Level 4
Package Management	\$51.93	\$91.35	\$198.79	\$301.35

### Care Management

Care Management is an important component of your Home Care Package. It includes:

- Reviewing your Home Care Agreement (a written agreement between you and your provider detailing the services you will access);
- The initial and ongoing assessment, planning and development of your Care Plan (a plan we design together to ensure the services you choose help you achieve your goals);
- Ensuring there is someone to speak to when you need to;
- Ensuring your care is aligned with your culture and other supports;
- Identifying and addressing risks to your safety;
- The coordination of your budget, care and services to help you achieve your goals.

Every Home Care Package will require some level of care management, ensuring you receive the appropriate level of support for your current and future care needs and goals.

You can choose the type of support and contact you want from us, whether that be home visits, phone check-ins or a combination of both.

The cost of Care Management varies depending on your preferences for support and advice. At Benetas, you can choose from two options:

### Care Management Option A: Partnership

#### Shared responsibility between you and Benetas

Our lower cost Partnership Care Management option enables you to self-manage some components of your Home Care Package. We work in partnership to determine what you'd like to self-manage and the type of support you'd like from us.

A Partnership Care Management option is recommended if you:

- Have low level direct care needs and stable health
- Are capable and have good insight into your health, or have a capable primary carer who is able to advocate or identify your changing needs
- Are able to navigate information and access additional support. For example, Carers Respite or My Aged Care referral for a high level package
- Are able to manage some aspects of your package independently, such as finding Allied Health services
- Are able to understand the monthly statement and capable of appropriately maximising the use of package funds
- Do not need a lot of case management contact or communication regarding your package management

### Care Management Option B: Fully Supported

#### Benetas manages your services

Our Fully Supported Care Management option includes our comprehensive assistance in planning, co-ordinating and booking your home care services. Together, we make decisions on how funds are spent and monitor your budget.

A Fully Supported Care Management option is recommended if you:

- Have complex medical conditions, unstable health or high direct care needs
- Have current primary carer arrangements that are unsustainable or your primary carer has their own health needs
- Live alone, or your family may not be close and are unable to provide the support you need
- Experience a high level of carer stress or anxiety and therefore a potential for frequent calls and home visits from your family or primary carer
- Are vulnerable, isolated or at risk. For example, cognitive decline, potential for financial abuse, elder abuse and social or family complexity
- Are unable to identify changing needs or advocate for yourself
- Need proactive case management support and frequent contact to ensure you can be cared for safely at home

Fees per fortnight	Level 1	Level 2	Level 3	Level 4
Partnership	\$51.93	\$91.35	\$198.79	\$301.35
Fully supported	\$69.24	\$121.80	\$265.05	\$401.80





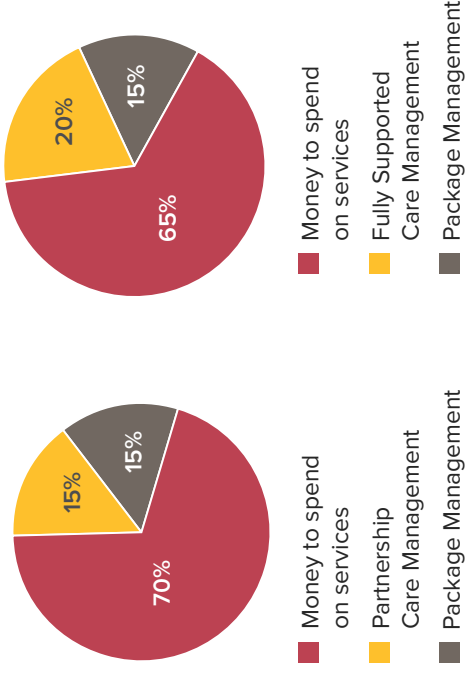
1 July 2021

# Home Care Package Pricing and Budget Breakdown

Use the below charts to see the money and hours you will have to use on services after Care and Package Management fees have been deducted from your Home Care Package budget. Remember, you can choose between our Fully Supported or Partnership options for Care Management.

The Government contribution and fees are current from 1 July 2021 until 30 June 2022.

## Fortnightly Breakdown



Home Care Package Level	Government Contribution	Care Management		Package Management		Money for Services (your net budget)	Approx. Service Hours*
		Type	% of budget	Fee	% of budget		
Level 1	\$346.22	Partnership	15%	\$51.93	15%	\$242.36	4.3 hrs
		Fully Supported	20%	\$69.24	15%	\$225.05	3.9 hrs
Level 2	\$609.00	Partnership	15%	\$91.35	15%	\$426.30	7.5 hrs
		Fully Supported	20%	\$121.80	15%	\$395.85	6.9 hrs
Level 3	\$1,325.24	Partnership	15%	\$198.79	15%	\$927.66	16.3 hrs
		Fully Supported	20%	\$265.05	15%	\$861.40	15.1 hrs
Level 4	\$2,009.00	Partnership	15%	\$301.35	15%	\$1,406.30	24.7 hrs
		Fully Supported	20%	\$401.80	15%	\$1,305.85	22.9 hrs

\* Approx. Service Hours calculations are based on the standard hourly rate for common home care services (\$55.00). The number of hours may reduce if you choose to take up other services or products such as gardening, health care, equipment aids and continence products.

## Monthly Breakdown

Home Care Package Level	Government Contribution	Care Management		Package Management		Money for Services (your net budget)	Approx. Service Hours*
		Type	% of budget	Fee	% of budget		
Level 1	\$752.20	Partnership	15%	\$112.83	15%	\$526.54	9.2 hrs
		Fully Supported	20%	\$150.44			
Level 2	\$1,323.13	Partnership	15%	\$198.47	15%	\$926.19	16.2 hrs
		Fully Supported	20%	\$264.63			
Level 3	\$2,879.24	Partnership	15%	\$431.89	15%	\$2,015.46	35.4 hrs
		Fully Supported	20%	\$575.85			
Level 4	\$4,364.79	Partnership	15%	\$654.72	15%	\$3,055.35	53.6 hrs
		Fully Supported	20%	\$872.96			

## Annual Breakdown

Home Care Package Level	Government Contribution	Care Management		Package Management		Money for Services (your net budget)	Approx. Service Hours*
		Type	% of budget	Fee	% of budget		
Level 1	\$9,026.45	Partnership	15%	\$1,353.97	15%	\$1,339.19	110.9 hrs
		Fully Supported	20%	\$1,805.29			
Level 2	\$15,877.50	Partnership	15%	\$2,381.63	15%	\$2,355.89	195.0 hrs
		Fully Supported	20%	\$3,175.50			
Level 3	\$34,550.90	Partnership	15%	\$5,182.64	15%	\$5,126.24	424.3 hrs
		Fully Supported	20%	\$6,910.18			
Level 4	\$52,377.50	Partnership	15%	\$7,856.63	15%	\$7,771.22	643.2 hrs
		Fully Supported	20%	\$10,475.50			

# Service Fees

Your remaining Home Care Package budget can be used on an extensive range of services tailored to your care plans, goals and preferences.

Our friendly Benetas staff provide many of these services, however you are also able to choose other suppliers to meet your varying preferences. In these instances, please speak to your Client Advisor to determine the fees of other suppliers. The below fees also apply if you choose to pay for your home care services privately.

## Common Services

### Personal Care

We can support you with tasks such as bathing, showering, grooming, dressing, toileting, getting in and out of bed and moving around the house. We can also assist with general activities of daily living such as taking medication or using technology.

### Home Care

Relax as we offer a hand around the home with household tasks such as mopping, vacuuming, cleaning surfaces, washing, laundering, ironing and more.

### Transport

We can provide transport to and from shopping, appointments or social activities.

### Shopping

We can support you with grocery and other types of shopping (we can accompany you, or shop for you).

### Social Outings

We can accompany you and or coordinate your social outings and out of home entertainment such as day trips, visits to restaurants, art galleries or your activity of choice.

### Meal Preparation

We can prepare healthy home cooked meals to suit your dietary requirements. We can also assist with eating when needed.

### In Home Respite

Enjoy genuine care and companionship whilst you or your loved one takes a break.

Benetas Fees		Personal Care	Home care	Transport	Shopping	Social Outings	Meal Preparation	In Home Respite
Monday-Friday 7am-7pm	30 min	\$41.90	\$41.90	\$41.90	\$41.90	\$41.90	\$41.90	\$41.90
	60 min	\$55.90	\$55.90	\$55.90	\$55.90	\$55.90	\$55.90	\$55.90
Weekday out of hours	30 min	\$52.10	\$52.10	\$52.10	\$52.10	\$52.10	\$52.10	\$52.10
	60 min	\$68.30	\$68.30	\$68.30	\$68.30	\$68.30	\$68.30	\$68.30
Weekend - Sat and Sun all day	30 min	\$54.90	\$54.90	\$54.90	\$54.90	\$54.90	\$54.90	\$54.90
	60 min	\$73.20	\$73.20	\$73.20	\$73.20	\$73.20	\$73.20	\$73.20
Public Holiday	30 min	\$73.10	\$73.10	\$73.10	\$73.10	\$73.10	\$73.10	\$73.10
	60 min	\$97.50	\$97.50	\$97.50	\$97.50	\$97.50	\$97.50	\$97.50
Other Suppliers		Fee determined at booking						

\*30 minute services where available. Services may be billable if you provide less than 24 hours' notice to cancel.

## Specialised Home and Garden Services

Benetas can arrange specialised home and garden services for you through other suppliers. As these services are personalised, costs vary and will be determined with you at the time of booking.

- Light gardening
- Garden maintenance
- Minor home maintenance
- Spring cleaning
- Window cleaning
- Gutter cleaning
- Carpet cleaning
- Pest control

## In Home Nursing

If you or your loved one is ill, recovering from an operation or needs nursing care or for any other reason, our qualified and compassionate nurses can assist with a range of clinical services.

- Post-acute and hospital in the home care
- Managing complex acute and chronic wounds
- Medication management and supervision
- Administering intravenous medication
- Diabetes management
- Continence management and catheter care
- Infusion therapy
- Comprehensive, holistic and clinical nursing assessments
- Assistance with daily living requirements including showering, application of compression stockings, medication prompting and general wellbeing checks
- Recommendations and care plans for safe ongoing support or for the prevention of failing health.

Benetas Fees		Registered Nurses	Enrolled Nurses (EN)
Monday- Friday 7am-7pm	30 min	\$87.46	\$67.88
	60 min	\$108.06	\$84.36
Weekend and out of hours	30 min	\$108.06	\$84.36
	60 min	\$128.67	\$106.00
Public Holiday	30 min	\$146.16	\$115.27
	60 min	\$182.24	\$144.11
Other Suppliers		Fee determined at booking	

## Equipment, Products and Modifications

We can arrange equipment, repairs and hire, personal alarms, technological aids and minor home modifications to support your health, safety, mobility and dexterity. Pricing is determined at time of quote.

	Other Suppliers
Continence & Skin Integrity Products & Appliances	Fee determined at booking
Enteral Nutrition Formula & Equipment	
Minor Home Modifications	
Daily Living Aids	
Mobility Equipment, Repairs & Hire	
Oxygen	
Personal Alarm Equipment	
Technological Aids	
Webster Packaging (does not include medications)	

## Health Care and Therapeutic Services

Benetas can arrange the below Health Care and therapeutic services for you. These services are available during business hours. Fees vary between being charged per 60 minutes or per visit. Travel charges may apply if a home visit option is available.

Please note, Benetas services are available in Macedon Ranges region only.

	Benetas	Other Suppliers
Audiology	Fee determined at booking	Fee determined at booking
Counselling	Fee determined at booking	X
Chiropractic Services	X	Fee determined at booking
Diabetes Education	Fee determined at booking	X
Diabetes Management	X	Fee determined at booking
Dietician	Fee determined at booking	Fee determined at booking
Occupational Therapy (OT)	Fee determined at booking	Fee determined at booking
Optometry	X	Fee determined at booking
Osteopathy	X	Fee determined at booking
OT Driving Assessment	Fee determined at booking	X
Physiotherapy	Fee determined at booking	Fee determined at booking
Podiatry/Orthotics	Fee determined at booking	Fee determined at booking
Psychology	Fee determined at booking	Fee determined at booking
Speech Therapy	Fee determined at booking	Fee determined at booking
Remedial Massage	Fee determined at booking	Fee determined at booking

## Travel

	Benetas	Other Suppliers
Travel in a carer's car*	\$1.34 per kilometre	Fee determined at booking
Taxi	X	Fee determined at booking

### Travel with Benetas

You can travel with a Benetas staff member in their car to run errands, visit friends, attend appointments or do shopping. Please note travel costs will be charged at \$1.34 per km.

### Cab Charge Cards

We can co-ordinate Cab Charge cards for you for your independent travel.

### Travel with Other Suppliers

Travel fees are charged by other suppliers. Some have a time requirement or fees are fixed to a kilometre radius or per kilometre. These rates will be provided at the time of booking.

## Benetas Cottage and Overnight Respite

Benetas offers diligent out-of-hours care and extended respite care for your loved one at our dedicated respite centres and residential homes. Our staff are on call 24 hours a day, and we provide delicious meals throughout. We do everything we can to help your loved one feel at home – including sticking to their usual routine.

### Overnight or longer term In Home Respite Services

Overnight or longer term in home respite services can be arranged with Benetas staff or with other suppliers. As each request is personal, fees are based on the individualised client needs and will be quoted upon enquiry with the team at your local office.

	Cottage respite	Overnight or longer term in-home respite
Monday to Friday (from 10am per 24 hour period)	\$355.00-\$913.00	Fee determined at booking
Weekends and out of hours	\$406.00-\$1,015.00	Fee determined at booking
Public holidays	X	Fee determined at booking

\*These rates are dependent upon the number of clients per personal carer and are based on one to three clients, which will be determined at the time of booking.

## Social Day Programs

### Wellbeing Classes

Wellbeing Classes, such as Heart Smart, Falls Prevention, Better Mobility and Strength Balance are available in the Macedon Ranges region. Session times and length vary.

### Social Support Groups

We offer social support group day programs, in our dedicated respite centres across Metropolitan Melbourne and the Macedon Ranges region. These programs are available during business hours. Session lengths vary.

### Social Network Activities

In co-creation with Home Care clients, Benetas sometimes facilitates group activities such as a lunch, bowling or cooking classes. These group activities may attract out-of-pocket fees, Home Care Package payments or a combination of both. Fees will be quoted at the time of activity.

	Social Support Groups	Wellbeing Classes	Social Network Activities
Monday- Friday	\$81.00-\$96.00	\$7.60-\$25.30	Fee determined at booking
Weekends and out of hours	X	X	Fee determined at booking
Public holidays	X	X	Fee determined at booking
Other Suppliers	Fee determined at booking	Fee determined at booking	Fee determined at booking

## Other Services

	Benetas	Other Suppliers
Personal Alarm Systems, Attendance & Monitoring Fees	X	Fee determined at booking
Residential Care Placement Services	X	Fee determined at booking
Interpreter Services	X	Fee determined at booking
Care Management for clients without a Home Care Package	\$90 per hour	X





## Additional Fees

If you have a Home Care Package, there are a range of additional fees you may be required to pay in certain circumstances. Please speak to your Client Advisor for personalised advice regarding these fees.

### Handling Fee (Services through your own suppliers)

The handling fee is a fee charged on top of the cost of your product or service when you choose another supplier. It covers the administration costs involved in arranging this service for you. This fee is not applicable if your services are provided directly by Benetas.

### GST

Benetas do not charge nor pass on GST of other supplier's services that are pre-approved by your Client Advisor. Where the services are contracted and paid by a third party, GST is charged at 10%.

### Exit Management

An exit fee is applicable to Home Care Package clients who have a remaining balance – so if you have \$0 unspent funds, you will not be charged an exit fee.

### Cancellation Fee

As Benetas has a responsibility to its staff and courtesy of other suppliers, a cancellation fee may apply if you provide less than 24 hours' notice of cancellation.

Handling Fee	4.99%, capped at \$80.00 per transaction
GST (Benetas Clients)	\$0
GST (Third party clients)	10%
Exit Management	\$499.00
Cancellation Fee	The cancellation fee is the full cost of the service cancelled.

# Commonwealth Home Support Programme (CHSP)

If you have CHSP funding, you will not be subject to any of the above fees or service rates, however you are required to make a personal contribution to your services. Your personal contribution will be based on income levels. You can discuss your income circumstances with the team at your local office.

	Per visit
General Nursing	From \$5.50
Continence Nursing	\$11.00-\$35.00
In-Home Respite	From \$5.50
Domestic Assistance	From \$5.50
Allied Health	\$11.00-\$16.00
Social Support Groups	\$10.00-\$45.00



# Additional Information

- All services and products are arranged and approved in consultation with yourself and your Client Advisor and are based on your assessed needs and established goals within your care plan;
- Some services and products attract subsidies through various programs, please enquire with your Client Advisor for options and eligibility;
- Some services may not be available in some areas and prices for other suppliers will vary by location;
- The fees of other suppliers may vary and are subject to the supplier's discretion. Your Client Advisor will confirm these fees with you at the time of booking;
- As Benetas has a responsibility to its staff and courtesy of other suppliers, a cancellation fee may apply if you provide less than 24 hours' notice of cancellation;
- Home Care Package funding cannot cover services, gap payments or products funded by another source such as TAC, Medicare or private health insurance;
- Our preferred method of payment is via direct debit. If you choose an alternative method of payment it will attract an administration fee of \$5.00 per month.

## What's not included in your Home Care Package?

All products and services funded under a Home Care Package must meet the Home Care Package guidelines determined by the government. The following items are excluded from your Home Care Package and cannot be arranged through Benetas:

- Use of the package funds as a source of general income such as household bills, purchase of a car or petrol or funeral cover;
- Purchase of food, except as part of enteral feeding requirements;
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent;
- Payment of home care fees such as the income-tested care fee;
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government such as Transition Care fees or services that can be covered by the public health system;
- Home modifications or capital items that are not related to your care needs;
- Travel and accommodation for holidays;
- Cost of entertainment activities, such as club memberships and tickets to sporting events;
- Gambling activities;
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Please contact the team at your local office for clarification on items that can be funded or for more information visit [myagedcare.gov.au/publications/home-care-packages-manual-pdf](https://myagedcare.gov.au/publications/home-care-packages-manual-pdf)



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