



Services and Pricing Schedule for Home Care Packages

Fees effective 1 July 2025



You've registered with MAC

Website: myagedcare.gov.au
PH: 1800 200 422

You've been income tested

It's different for everyone.
Visit your local Centrelink office or online at servicesaustralia.gov.au

You've been assigned a package, or you're approved and waiting

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PACKAGE AND CARE MANAGEMENT

Fully Supported
(page 4)

OR

Partnership
(page 5)



You are here

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Build and calculate your services

Let our dedicated team of Client Advisors guide you through your options or use the online calculator.
See examples on page 9.



Benetas Standard Fees

✓ NO basic daily fees ✓ NO set up fees ✓ NO exit fees

We have two standard fees called Package Management fee and Care Management fee. These are not out-of-pocket expenses. These fees are deducted from your package level subsidy, and the funds remaining goes towards your care plan.

Package Management Fee

STANDARD

15% OF HOME CARE PACKAGE BUDGET

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

At Benetas, our Package Management fees are charged at a set 15% of your Home Care Package subsidy, and is calculated daily.

Package Management per month

Level 1	Level 2
\$134.71	\$236.93
Level 3	Level 4
\$515.93	\$782.10

Care Management Fee

YOU CHOOSE

You choose between FULLY SUPPORTED or PARTNERSHIP options:

FULLY SUPPORTED

This is the most comprehensive service, and is recommended for those who enjoy the security of receiving personal guidance through complex matters.

20% of home care package budget
see example on page 4

PARTNERSHIP

Recommended for those who do not need a lot of case management contact or communication regarding your package management.

OR

17% of home care package budget
see example on page 5



Fully Supported Care Management option

We will guide you all the way, by managing your services end-to-end with your input.

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

A Fully Supported Care Management option is recommended if you enjoy the security of receiving personal guidance through complex matters. We'll support you with:

- ✓ Proactive case management support and frequent contact to ensure you can be cared for safely at home.
- ✓ Advice and supervision when handling complex medical conditions or diminishing health.
- ✓ Guidance to provide appropriate support and relief for your primary carer.
- ✓ A personal connection and attention for those who live alone to reduce the feeling of social isolation.
- ✓ Advice on ways to reduce carer stress and anxiety.
- ✓ Provide comprehensive telephone support care & schedule home visits when required.
- ✓ Acute support with cognitive decline.
- ✓ Identify changing needs in your condition, advocate for you with regard to care planning and support funding.

Monthly price breakdown is based on a 30-day month

Home Care Package Level	Government Contribution	Care Management		Package Management		Money for Care and Services (your net budget)	Approx. Service Hours*
		% of budget	Fee	% of budget	Fee		
Level 1	\$898.05	20%	\$179.61	15%	\$134.71	\$583.73	6.6
Level 2	\$1,579.50	20%	\$315.90	15%	\$236.93	\$1,026.67	11.7
Level 3	\$3,439.50	20%	\$687.90	15%	\$515.93	\$2,235.67	25.4
Level 4	\$5,214.00	20%	\$1,042.80	15%	\$782.10	\$3,389.10	38.5

*Approx. Service Hours calculations are based on the standard hourly rate for common home care services (\$88.00). 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.



Partnership Care Management option

This option is a shared responsibility between you and Benetas. We provide the tools you need to manage your care.

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.

We will always provide the same personal connection and special attention to all our valued clients to ensure safety and security. You may consider the Partnership Care Management option if you:

- ✓ Have low-level direct care needs and stable health.
- ✓ Are physically able and capable of making day-to-day decisions, and have a good insight into your health.
- ✓ Have the ability to fully self-manage your plan, or have a fully capable primary carer who is able to advocate for you and identify your changing needs.
- ✓ Are able to navigate the complex information of Home Care and have access to additional support. For example, we recommend Fully Supported for level 3 packages and above.
- ✓ Are able to easily manage your package independently, such as identifying and sourcing Allied Health services.
- ✓ Comprehend your 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.

Monthly price breakdown is based on a 30-day month

Here's what the government contributes (pending income testing)		Fees for admin and care plan management as explained earlier				Here's what you have to use entirely on your care plan	
Home Care Package Level	Government Contribution	Care Management		Package Management		Money for Care and Services (your net budget)	Approx. Service Hours*
		% of budget	Fee	% of budget	Fee		
Level 1	\$898.05	17%	\$152.67	15%	\$134.71	\$610.67	6.9
Level 2	\$1,579.50	17%	\$268.52	15%	\$236.93	\$1,074.05	12.2
Level 3	\$3,439.50	17%	\$584.72	15%	\$515.93	\$2,338.85	26.6
Level 4	\$5,214.00	17%	\$886.38	15%	\$782.10	\$3,545.52	40.3

*Approx. Service Hours calculations are based on the standard hourly rate for common home care services (\$88.00). 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.

Services 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 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



Transport

We can provide transport to and from shopping, appointments or social activities.
*\$1.40 per km fee in addition to the rates below



Shopping

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



Household Tasks and Cleaning

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



Social Community

We can accompany you and/or coordinate your social outings and out of home entertainment such as day trips, or your activity of choice.



In-Home Respite

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



Meal Preparation

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



Personal Care

We can support you with tasks such as bathing, showering and getting in and out of bed. We also assist with general activities such as taking medication or using technology.

Common Services

	Personal Care	Shopping	Household Tasks and Cleaning	Social Community	In-Home Respite	Meal Preparation	Transport*
Monday - Friday 7am - 5pm	60 mins = \$88.00						
Weekday out of hours	60 mins = \$108.00						
Weekend - Sat and Sun all day	60 mins = \$118.00						
Public Holiday	60 mins = \$171.00						

*We can provide transport to and from shopping, appointments or social activities. \$1.40 per km fee in addition to the rates above

In Home Nursing

Our qualified and compassionate nurses offer acute and chronic nursing care, as well as ongoing monitoring and support including:

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

Benetas Nursing Fees 7am to 5pm		
Monday — Friday	30 mins	\$122.10
	60 mins	\$150.80
Saturdays	30 mins	\$150.80
	60 mins	\$179.50
Sundays	30 mins	\$164.80
	60 mins	\$203.60
Public Holiday	30 mins	\$198.00
	60 mins	\$246.80
Clinical Nurse Consultant – Continence	60 mins	\$160.00

Benetas Cottage Respite

While most of our clients enjoy in-home respite support, we can also offer daily activity and overnight stay services at one of our dedicated respite centres.

Cottage and Overnight Respite	
Monday to Friday (from 10am per 24 hour period)	\$380.00* – \$913.00
Weekends and out of hours	\$435.00* – \$1,015.00
Public holidays	\$450.00*

*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

We offer all sorts of ways for you to stay socially active, such as a wide range of social support groups and wellbeing classes, for example, falls prevention, mobility improvement and strength balance training.

	Social Support Groups	Wellbeing Classes	Social Network Activities
Monday – Friday*	\$150.00	\$10.00 – \$26.00	Fee determined at booking

*Talk to us about sourcing costs for social networking activities outside regular operating hours

Talk to us about non-standardised services

Our aim is to assist you in staying at home as long as possible. Your Client Advisor can provide a price on a comprehensive range of services identified within your unique care plan. Many of these costs can vary depending on the services.



Specialised Home and Garden Services

We can provide a quote for a wide range of gardening and home maintenance services from pest and weed control to pruning, hedging and gutter clearing.



Equipment, Products and Modifications

Utilising your package to fund a tool to help you be more mobile, safe and secure, and can be a great way of getting greater value. Talk to your Client Advisor about saving towards an array of life-changing options.



Health Care and Therapeutic Services

If you live within the Macedon Ranges Health zone, you can access a range of Allied Health services such as counselling, dietetics, occupational therapy, physiotherapy, remedial massage, exercise classes and much more.



Social Networking Activities

Benetas can facilitate group activities such as lunch, bowling or cooking classes. These groups may attract out-of-pocket fees. We can provide a quote for you at the time of booking.



How to Build and Calculate your services

SCENARIO #1: Choosing a Fully Supported Care Management option



Ray and Rosa

Ray is retired and living with dementia. Rosa is a part-time librarian. Rosa is Ray's primary carer, which means she's had to give up most of her exercise and socialising. Ray is assigned a Level 4 home care package after being income tested (\$5,214.00 per month).

The couple choose our **Fully Supported Care Management** option and receive **comprehensive assistance** (20% fee for our dedicated Care Advisors and ongoing care plan management, and 15% fee for administration and package management)

Ray's dedicated Client Advisor helps Rosa to develop the following plan:

Service	Time	Duration
 In-home respite	1.5 hrs	twice weekly
 Household Tasks & Cleaning	2 hrs	per fortnight
 Personal Assistance	1 hr	3 days a week
 Nursing	1 hr	weekly

Ray has **\$66.30** remaining to top up his services when the need arises.

*This is an illustrated example only. Pricing example is based on a calendar month over a year, and therefore may not reflect the exact figure on your monthly statement.

SCENARIO #2: Choosing a Partnership Care Management option



Katherine




Katherine loves walking her dog and playing tennis. Katherine is worried about becoming socially isolated if her health declines. She is a Pensioner, assigned a Level 2 Home Care Package (\$1,579.50 per month) and has no Income Tested Fee.

Katherine chooses our **Partnership Care Management** option and uses our online calculator to estimate her care plan which includes:

She prefers to be in complete control and refer her own services (17% fee for our support planning and care management, and 15% fee for administration and package management)

Katherine utilises the online calculator at benetas.com.au/home-care

$$\text{Level 2} + \$0.00 \text{ next Package Management 15\% next Partnership 17\%} = \$1,074.06 \text{ per month to spend on services}$$

Service	Time	Duration
 Meal Preparation	1 hr	per week
 Household Tasks & Cleaning	1.5 hrs	per fortnight
 Social & Community	1 hr	per week

Katherine receives the care she needs, and has allocated her available funds very well, with only **\$25.39** per month* remaining. She uses the surplus funds to spend toward some allied health services when needed.

*This is an illustrated example only. Pricing example is based on a calendar month over a year, and therefore may not reflect the exact figure on your monthly statement.

Additional information

GST

Benetas does not charge GST on services provided by external suppliers.

Cancellation Fee

As we have a responsibility to our staff and as a courtesy to other suppliers, a cancellation fee may apply if you provide less than 24 hours notice of cancellation.

- 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;
- Home Care Package funding cannot cover services, gap payments or products funded by another source such as TAC, Medicare or private health insurance;
- 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.

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;
- Gambling activities;
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.
- 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;
- Cost of entertainment activities, such as club memberships and tickets to sporting events;
- Payment of home care fees such as the income-tested care fee;
- Home modifications or capital items that are not related to your care needs;
- Travel and accommodation for holidays.

Rules for providers and consumers:

For more information about the government contribution and what consumers should expect from their Home Care budget, visit My Aged Care (myagedcare.gov.au). You can download your Operational Manual for Home Care Package consumers for in-depth information about rules for providers on the fees they're allowed to charge, and what your Home Care Package can be used for.

Income tested care fee

This fee is not determined by Benetas. The income tested care fee is an extra contribution that some people pay, as determined through an income assessment.

This fee is different for everyone. It's based on your **individual income**, including your pension.

Your income tested care fee is calculated by Services Australia. This fee will reduce the subsidy the Government contributes towards your Home Care Package.

Note: If your financial situation changes while you are receiving care, your income tested care fee can change. You can read more about this on the 'changes to aged care fees' page at My Aged Care.

Annual and lifetime caps apply. See My Aged Care for more information by visiting their website at myagedcare.gov.au/income-assessment-home-care-packages or call **1800 227 475**.

About us

Established in 1948, we are a leading not-for-profit provider of residential aged care, in-home and community services, respite, allied health and retirement living in Victoria. We provide older people and their loved ones with outstanding levels of customer service and individualised care when they need it.

Our vision is for everyone to have a positive and fulfilling experience of ageing, where all people have the opportunity to live their best life.



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



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