

living well

PRICES EFFECTIVE
10 July 2023

Home Care fees and charges

A photograph of three women smiling together in a home care setting. The woman on the left is wearing a yellow floral top, the woman in the middle is an older woman with white hair wearing a blue floral top, and the woman on the right is wearing a dark green top. They are standing in front of a white fence.

Ready to get the care you need? Contact your local Baptistcare Home Care team for personalised advice today on 13 22 78.

Baptcare

baptcare.org.au/home-care

At Baptistcare, it's the little things we do every day that can make a big difference to help you live well at home.

Whether you need a little bit of help with your daily living, respite, nursing care, a range of allied health therapies, or overnight care, we can design a personalised Care Plan that meets your needs, health and lifestyle goals, and your budget. We offer a skilled, expertly trained team of care workers who share a passion for caring for older people and their families. It's why we're the Home Care experts Victorians and Tasmanians and their families trust the most.

Standard fees. No basic daily fee. No exit fee.

When it comes to your Home Care Package we charge two standard fees – a Package Management fee and Care Management fee. These fees are deducted from your package, and the remaining funds cover the cost of your care and services based on your care plan and your needs.

Package management fees

Package Management fees are charged at a standard rate of 15% of your Home Care Package subsidy. Package management covers the ongoing administration and activities to coordinate your package including preparing monthly statements, managing your package funds, and compliance and quality assurance activities required for a Home Care Package.

Care management fees

Care management looks at how we can holistically support you to live well in the home you love based on your needs, goals and preferences. This includes creating a care plan personal to you, coordinating and managing all of your services, purchases and equipment, advocacy, family and health worker meetings, and all communications with your Care Partner (face to face, email and telephone). We offer two different levels of management – *Living Well Partner* and *Living Well Guidance*.

Option 1 – Living Well Partner – 15% of your Home Care Package subsidy

This option provides you with basic support to set up and maintain your Home Care Package. This option is right for you if your health is stable and your care needs are low.

Total subsidy	\$393.96	\$692.86	\$1,507.80	\$2,285.78
<i>living well</i> PARTNER fee per fortnight	Level 1	Level 2	Level 3	Level 4
Package Management Costs 15%	\$59.09	\$103.93	\$226.17	\$342.87
Care Management Services @ 15%	\$59.09	\$103.93	\$226.17	\$342.87
Baptcare total deductions	\$118.19	\$207.86	\$452.34	\$685.73
Remaining funds (\$)	\$275.77	\$485.00	\$1,055.46	\$1,600.05

Option 2 – Living Well Guidance – 20% of your Home Care Package subsidy

This is Baptistcare's most comprehensive service and is recommend if your care needs are higher or more complex. This is right for you if you'd like less day-to-day involvement managing your Home Care Services.

Total subsidy	\$393.96	\$692.86	\$1,507.80	\$2,285.78
<i>living well</i> GUIDANCE fee per fortnight	Level 1	Level 2	Level 3	Level 4
Package Management Costs 15%	\$59.09	\$103.93	\$226.17	\$342.87
Care Management Services @ 20%	\$78.79	\$138.87	\$301.56	\$457.16
Baptcare total deductions	\$137.89	\$242.50	\$527.73	\$800.02
Remaining funds (\$)	\$256.07	\$450.36	\$980.07	\$1,485.76



Residential Aged Care & Retirement Living customers receive a 10% Discount on Home Care service fees

See the back of this brochure for care service descriptions and terms and conditions details

Service fees

We offer an extensive selection of services to help you get the care you need in the home you love. Our Care Team will partner with you to create a Care Plan and menu of services suited to your goals, preferences and budget.

Home Care services

Service	Standard 7am-7pm, Monday-Friday	Saturday* & outside of standard hours	Sunday* & public holidays
	60 Mins	60 Mins	60 Mins
Personal Care, Medication Assistance, Community Access/ Escort, Shopping, Cleaning, Respite, Meal Preparation	\$76	\$114	\$152
Phone Medication Prompt <i>15 minutes per call</i>	\$34	\$50	\$61
Phone Social Support <i>30 minutes per call</i>	\$56	N/A	N/A
Wellbeing & social support Home visit – <i>charged per hour</i>	\$85	N/A	N/A
Wellbeing & social support group <i>2-hour session</i>	\$55	N/A	N/A
Social Inclusion <i>9.30 am-3 pm</i>	\$130	N/A	N/A
Light Gardening	\$60 - \$120	N/A	N/A

Service	Service
Overnight Care	24-hour Care
\$500 - \$850	\$1000 - \$1,950

These services are available 24 hours a day 7 days a week. Different rates apply Monday-Thursday, Friday-Saturday, Sunday and public holidays.

Nursing Services

If your care needs are more complex, or you experience a chronic health condition and need a range of in-home medical and healthcare services, our highly skilled, expert nursing team are ready to help. Our nursing team are experienced at partnering with ageing adults to ensure they receive the best possible clinical care all in the comfort of their own home.

Service	Standard 7am-5pm, Monday-Friday		Saturday & outside of standard hours		Sunday & public holidays	
	30 Mins	60 Mins	30 Mins	60 Mins	30 Mins	60 Mins
Nursing - Home Visit	\$90	\$132	\$120	\$195	\$145	\$235
Nursing - Follow Up	\$56	\$75	\$85	\$112	\$115	\$150

Allied health services and therapies

Baptcare is a leading provider of Occupational Therapy, Physiotherapy, Podiatry, Diversional Therapy, Exercise Physiology and other allied health services, which support your everyday health and wellbeing, and help to improve your independence.

Service	Standard 9am-5pm, Monday - Friday		Service	Standard 9am-5pm, Monday - Friday	
	30 Mins	60 Mins		30 Mins	60 Mins
Allied Health Assistant - clinic	\$72	\$112	Exercise Physio - clinic	\$89	\$140
Allied Health Assistant - home visit	\$84	\$123	Exercise Physio - home visit	\$101	\$151
Podiatry - clinic	N/A	\$95	Diversional Therapy	\$95	\$140
Podiatry - home visit	N/A	\$145	Follow Up	\$56	\$112
Physio/Occupational Therapy - clinic	\$95	\$140	Reporting Activity	N/A	\$112
Physio/Occupational Therapy - home	\$106	\$165	Day Therapy Group session	N/A	\$56

*Minimum 2-hour service applies on Saturday, Sunday and public holidays.

Package management and care management fees do not apply to private customers.

Note: Travel will incur a cost of \$1.65 per kilometre for applicable services.

Baptcare

Common Home Care Services

- **Personal care:** Includes support with bathing; showering; toileting; dressing/undressing; getting in and out of bed; washing and drying hair.
- **Medication assistance:** Supervision and prompting to take medication.
- **Medication prompt:** We will call you to remind you to take your medication.
- **Community access/escort:** Transport to accompany you to medical appointments and social engagements.
- **Shopping with or without you:** We can accompany you, or complete shopping on your behalf.
- **Cleaning:** We'll support you with household tasks and offer a helping hand around the home with ironing, laundry, dusting, vacuuming, and mopping.
- **Respite:** Short-term care in your home to allow your loved one to have a break from their caring role.
- **Meal preparation:** Help to prepare healthy home cooked meals.
- **Overnight care:** Overnight care is a 12 hour period within a day and includes 4 hours of active care. Hours exceeding this will be charged the at the standard hourly rate.
- **24-hour care:** 24-hour home care provides you with full-time, around-the-clock care. Families can enjoy peace of mind knowing we're diligently monitoring safety, attending to daily needs and providing compassionate care.
- **Social inclusion:** Phone-based social support.
- **Light gardening:** We can provide a quote for a range of gardening services delivered by our external supply partners in your region.

Nursing services

- General clinical monitoring and health checks
- Wound care and management
- Medication management and supervision
- Chronic health monitoring, management, education and support
- Diabetes management
- Continence management, stoma and catheter care
- Pain management
- Care after being discharged from hospital
- Palliative care
- A range of other services and assessments.

Wellbeing and social services

The Wellbeing and Social Support Program is delivered by Spiritual Care Coordinators and provides wellbeing, spiritual, social, and emotional support for grief and loss, end of life/palliative care, family challenges, declining health and capacity, meaning and purpose challenges, loneliness and social isolation, mental and emotional health issues, advanced care planning and carer stress.

Your Care Team can also provide a quote on a broad range of services, goods and equipment to support your care needs. These might include specialised home and gardening services, equipment, products and home modifications, and other health and therapeutic services.

Contact your Home Care team for personalised advice today on **13 22 78**.

Prices are per hour unless otherwise stated | Prices are exclusive of GST for Home Care Package Customers | A minimum 48 hours' notice of cancellation applies, or the full-service fee will be charged | Services delivered via external supply partners are processed as per the Suppliers Price List | Minimum 2-hour service applies on Saturday, Sunday and public holidays | Social inclusion services are not available in all areas | Travel will incur a cost of \$1.65 per kilometre for applicable services.

Baptcare