



## **Home Care Package Services and Pricing**

Multicultural Care (MC) is a primary provider of in-home aged care. Our aged care services are delivered by qualified, bilingual staff and tailored in partnership with each client and their family to ensure individual needs and goals are met. Home Care Packages are defined by four levels to help care different level of care needs. Client and Home Care advisor develop in partnership a package complete with individualised services they know will bring client a better quality of life. All home care packages must be provided on a consumer directed care basis. Which means we will work with you to identify a home care package of care and services to meet your needs so you can live a more active and independent life.

To achieving client's goal, MC is pleased to provide multiple services for customers with combination of services included personal care, domestic assistance, In-Home Respite with standard rate of \$80.00 provided by MC staff.

### **(A) Client Contribution**

<b>Home care package</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>Client contribution ( Fortnight)</b>	<b>\$70</b>	<b>\$100</b>	<b>\$144</b>	<b>\$145</b>

#### *Description:*

This is the contribution that MC negotiates with you prior to the start of the package. The maximum daily Client Contribution for a person are: L1 \$ 5.00, L2 \$7.14, L3 \$10.27 and L4 \$10.36. MC places the Client's Contribution into your individual budget where it is available to use towards the cost of your care and support services.

Multicultural Care is pleased to negotiate your contribution fee to suit your care need by considering your financial situation.



**(B) Services**

**(I) Care Management**

		Level 1	Level 2	Level 3	Level 4
<b>Fully managed by MC- Care Management</b>	<b>Per Fortnight</b>	<b>\$62.00</b>	<b>\$123.00</b>	<b>\$185.00</b>	<b>\$246.00</b>
	<b>Hour per fortnight</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Self managed by client</b>	<b>Per Fortnight</b>	<b>\$62.00</b>	<b>\$123.00</b>	<b>\$185.00</b>	<b>\$246.00</b>
	<b>Hour fortnight</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>

*Description:*

Care management may include:

1. Reviewing your Home Care Agreement (an Agreement between you, and MC, detailing the services you will access) and Care Plan (a Plan designed by you and MC to ensure the services you access help you achieve your goals)
  2. Coordination and scheduling of services
  3. Ensuring your care is aligned with other supports
  4. Providing a point-of-contact for you or your support network
  5. Ensuring your care you’re received is respectful of your culture
  6. Identifying and addressing risks to your safety.
  7. Extra cost may be involved for any additional service hour excess the schedule hour
- Care management may be provided in different ways including face-to-face or via phone or email.

**(II) Personal Care**

Personal care	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
MC Staff	\$69.90	\$80.00	\$105.00	\$140.00	\$175.00

*Description:*

Personal assistance, including individual attention, individual supervision and physical assistance, such as:

1. Bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and
2. Toileting; and
3. Oral Care
3. Dressing and undressing; and
4. Mobility; and
5. Transfer (including in and out of bed)
6. Meal preparation
7. Changing incontinent products
8. Arranging social activities

**(III) Nursing Care**

Nursing Care	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
MC staff	\$ 89.90	\$ 103.00	\$ 135.00	\$ 180.00	\$ 225.00

*Description:*

1. Nursing services, i.e wound care, catheter changes, blood pressure monitoring, blood sugar level monitoring, weight management, medication administration, pain and pressure area management, hydration and nutrition management.
2. We have an in house occupation therapy services, i.e home safety inspection, ADL equipment, fall prevention and home modification report recommendation.
3. External providers will provide quotes for other allied health services (speech therapy, podiatry, dietitian, physiotherapy services).

**(IV) Cleaning and Household tasks**

Cleaning & Household Tasks	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
MC Staff	\$ 69.90	\$ 80.00	\$ 105.00	\$ 140.00	\$ 175.00

*Description:*

Basic cleaning services, i.e vacuuming, mopping, sweeping, dusting, changing bed linen, ironing, personal laundry services.

Other professional spring cleaning and carpet cleaning are available upon individual care needs under other supplier quotation.

**(V) Light Gardening**

Light Gardening	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
Through other service providers	\$ 60.00	\$ 69.00	\$ 80.00	\$ 92.00	\$ 106.00

*Description:*

We have a range of high quality provider that provide light gardening activities, i.e Pruning, watering plants, lawn mowing, weeding control, fertilising. Quotes will be provided to client prior to works commencing.

**(VI) In-Home Respite**

In-Home Respite	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
MC staff	\$ 69.90	\$ 80.00	\$ 105.00	\$ 140.00	\$ 175.00

*Description:*

Flexible respite is available in the day or overnight. It can be provided in your home or in the community. It usually involves a paid carer coming to your home so that your usual carer can take a short break.

**(VII) Package Management**

Package Management	Level 1	Level 2	Level 3	Level 4
Per Fortnight	\$15.00	\$29.00	\$43.00	\$57.00

*Description:*

Package management are the organisational activities associated with the smooth delivery and management of HCP. MC charges this cost for: preparing monthly statements; managing package funds; and compliance and quality assurance activities required for HCP. We do not include costs that are unrelated to supporting care, nor costs associated with our running of business such as marketing, office rent, insurance, or activities completed before you enter into our Agreement.

**(VIII) Maximum Exit amount: \$200.00**

*Description:*

An exit amount is a charge that MC deduct from funds that are left in your package (unspent home care amount) when you leave their care. This could be because you want to change providers or you are leaving home care. The exit amount helps providers cover the administrative costs incurred when consumers leave their care.

**(IX) Staff Travel Costs to visit you :**

*Description:*

1. Travel costs to client for service as: Inner West client: \$10 flat fee, South West client : \$10 flat fee, South East client :\$ 15 flat fee , Western Sydney and Norther Sydney client: To be advised with negotiation.
2. Staff travel cost as part of client service \$1.10/ km, e.g shopping, appointment.
3. Any client travel cost during service while using staff vehicle
4. Travel cost associated with parking fees and toll fees, any fines /penalties excluded.

**(X) Separate cost when you want to receive services from a difference provider**

*Description:*

1. Flat charge of \$5.00 handling fee per invoices applies
2. Any services, products and consumable supplied by external parties/ agent/ suppliers will be charged according to the invoices plus handling fee. External parties/ suppliers services may be included: home modification, Health care equipment, professional domestic cleaning, professional gardening, allied health services (speech therapy, podiatry, physiotherapy services, and dietitian).