

Home Care Package Services and Pricing

Multicultural Care is a primary service provider of in-home aged care. Our Aged Home-Care services are delivered by qualified, bilingual staff and tailored in partnership with each consumer and their family to ensure individual needs and goals are met.

Home Care Packages are an Australian government-funded care program, designed by the Department of Health and Aged Care to help seniors live independently and safely in their own homes for as long as practicable, and allocated to consumers in four levels depending on individual needs. Each Level has different budget, amount of which is determined by the Department of Health and Aged Care. All home care packages must be provided on a consumer directed care basis and in accordance with the allocated budget. Clinical Care Advisor in partnership with the consumer and consumer's representative develop a Care Plan of individualised services aiming to bring the consumer better quality of life and to allow them to stay in their own home independently for as long as it is practicable.

To achieve consumer's goals, Multicultural Care can provide culturally safe services, including personal care, domestic assistance, allied health services, assistance with purchasing supportive equipment, or/and modification for home safety.

(A) Client Contribution (OPTIONAL)

	Level 1	Level 2	Level 3	Level 4
Maximum Client contribution (Fortnight)	\$77.90	\$111.40	\$160.40	\$161.50
Maximum Client contribution (Daily)	\$5.56	\$7.96	\$11.46	\$11/54

Description:

This is the contribution that Multicultural Care negotiates with you prior to the start of the package or as part of the review.

Multicultural Care 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 can discuss with you your top-up contribution fee to suit your care need with consideration of your financial situation.

(B) Services

(I) Care Management

		Level 1	Level 2	Level 3	Level 4
Fully managed by Multicultural Care - Care Management	Per Fortnight	\$78.79	\$138.57	\$301.56	\$457.10
	Hour per fortnight	1	2	3	4
Self-managed by client	Per Fortnight	NA	NA	NA	NA
	Hour fortnight	NA	NA	NA	NA

Description:

Care Management may include:

- Reviewing your Home Care Agreement (an agreement between you, and Multicultural Care, detailing the services you will access) and Care Plan (a plan designed by you and Multicultural Care’s Care Advisor to ensure the services you access are best catered to help you in achieving your goals)
- Coordination and scheduling of services
- Ensuring your care is aligned with other supports
- Providing a point-of-contact for you or your support network
- Ensuring the care, you’re receiving is respectful of your culture
- Identifying and addressing risks to your safety
- Extra costs may be involved for any additional service hours more than the scheduled hours
- 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
	\$ 77.90	\$ 91.56	\$ 137.81	\$ 186.67	\$ 218.75

Description:

Personal assistance, including, but not limited to:

- Activities of Daily Living such as Washing, Toileting, Dressing, Feeding, Mobility, Transferring
- Grooming
- Oral Care
- Medication prompting

All Personal Care tasks are carried out in accordance with regulation prescribed by the Department of Health and Aged Care and without compromising Health and Safety of both parties.

At any point during the service personal privacy, dignity and cultural preferences of the consumer are respected.

(III) Nursing Care

Nursing Care	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
	\$ 102.89	\$ 118.00	\$ 176.94	\$ 240.00	\$ 281.25

Description:

Nursing Care services, including, but not limited to:

- Wound care
- IDC/SPC care
- Blood pressure monitoring
- Blood sugar level monitoring
- Medication administration
- Pressure area management
- Skin care
- Incontinence care

Other Allied Health services like home safety inspection, ADL equipment, fall prevention, physio, podiatry, etc. can also be provided separately, pricing is a subject to external suppliers' quotation.

All Allied Health services are carried out in accordance with regulation legislated by the Department of Health and Aged Care and without compromising Health and Safety of both parties.

At any point during the service personal privacy, dignity and cultural preferences of the consumer are respected.

(IV) Cleaning and Household tasks

Cleaning & Household Tasks	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
	\$ 77.90	\$ 89.16	\$ 132.86	\$ 184.28	\$ 221.07

Description:

Domestic assistance, including, but not limited to:

- Vacuuming
- Mopping
- Dry sweeping
- Changing bed linen/making bed
- Wash, hang and fold laundry
- Take the rubbish out
- Washing Dishes
- Meal preparation

Other professional spring cleaning, window cleaning and carpet cleaning are available separately, pricing is a subject to external suppliers' quotations.

List Shopping, including:

- Going to the shops to purchase the listed items if available
- Bringing in and assisting in putting the purchased goods away

All Household tasks are carried out in accordance with regulation prescribed by the Department of Health and Aged Care and without compromising Health and Safety of both parties.

At any point during the service personal privacy, dignity and cultural preferences of the consumer are respected.

(V) Light Gardening

Light Gardening	standard hours (6am – 8pm)	Non-standard hours (8pm-12 midnight)	Saturday	Sunday	Public Holiday
3 rd party/contractor	\$ 75.00	\$ NA	\$ 102.50	\$ NA	\$ NA

Description:

Multicultural Care has a range of highly quality provider to assist with light gardening activities, including, but not limited to:

- Pruning
- Watering plants
- Lawn mowing
- Weeding control
- Fertilizing

Pricing may vary. 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
	\$ 77.90	\$ 89.16	\$ 132.86	\$ 184.28	\$ 221.07

Description:

Flexible Respite is provided in your home to reduce social isolation and to give a break to the primary carer's. It allows consumers to enjoy personal reminiscing, discussing topics of their choice, reading, serving light meal, assistance with the toileting, etc. While the person/s providing primary care can participate in personal activities and social and community engagement with peace of mind.

At any point during the service personal privacy, dignity and cultural preferences of the consumer are respected.

(VII) Package Management

Package Management	Level 1	Level 2	Level 3	Level 4
Per Fortnight	\$ 59.05	\$ 103.85	\$ 226.17	\$ 342.85

Description:

Package management includes the organisational activities associated with the smooth delivery and management of HCP. Multicultural Care charges this cost for:

- preparing monthly statements
- funding management
- administration
- compliance and quality assurance activities required for HCP

Multicultural Care is not passing on the unrelated to individual support operational and marketing costs, such as marketing, office rent, insurance, etc.