

# SCHEDULE OF FEES

## Home Care Package

### Effective 16th January 2025

#### (A) Services

##### (I) Care Management

|   |                    | Level 1                | Level 2                 | Level 3                 | Level 4                 |
|---|--------------------|------------------------|-------------------------|-------------------------|-------------------------|
| Fully managed by Multicultural Care - Care Management | Per Fortnight      | 20% of Subsidy \$81.98 | 20% of Subsidy \$144.17 | 20% of Subsidy \$313.80 | 20% of Subsidy \$475.72 |
|   | Hour per fortnight | 1                      | 2                       | 3                       | 4                       |

#### 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 face-to-face or via phone, or email.

## (II) Package Management

| Package Management | Level 1                   | Level 2                    | Level 3                    | Level 4                    |
|--------------------|---------------------------|----------------------------|----------------------------|----------------------------|
| Per Fortnight      | 15% of Subsidy<br>\$61.49 | 15% of Subsidy<br>\$108.13 | 15% of Subsidy<br>\$235.35 | 15% of Subsidy<br>\$356.79 |

### 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

## (III) Personal Care

| Personal care | Standard hours<br>(6am – 6pm) | Non-standard<br>hours<br>(6.01pm-12<br>midnight) | Saturday | Sunday   | Public<br>Holiday |
|---------------|-------------------------------|--|----------|----------|-------------------|
|               | \$80.00                       | \$94.00  | \$141.00 | \$191.00 | \$224.00          |

### Description

Personal Care assistance includes support with activities of daily living. These include, but not limited to:

- Bathing and showering
- Dressing and grooming
- Assistance with mobility and transfers
- Skin and hair care
- Toileting and incontinence care
- Medication support

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

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

## (IV) Nursing Care

| Nursing Care | Standard Hours<br>(6am-6pm) | Non-Standard<br>Hours<br>(6.01pm-12<br>midnight) | Saturday | Sunday   | Public Holiday |
|--------------|-----------------------------|--|----------|----------|----------------|
|              | \$103.00                    | \$118.00   | \$177.00 | \$240.00 | \$281.00       |

### 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
- Contenance management

## (V) Cleaning and Household Tasks

| Cleaning & Household<br>Tasks | Standard hours<br>(6am – 6pm) | Non-standard<br>hours<br>(6.01pm-12<br>midnight) | Saturday | Sunday   | Public<br>Holiday |
|-------------------------------|-------------------------------|--|----------|----------|-------------------|
|                               | \$80.00                       | \$94.00  | \$141.00 | \$191.00 | \$224.00          |

### 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 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 the cultural preferences of the consumer are respected.

### (VI) Light Gardening

| Light Gardening      | Standard hours (6am – 6pm) | Non-standard hours (6.01pm-12 midnight) | Saturday     | Sunday       | Public Holiday |
|----------------------|----------------------------|---|--------------|--------------|----------------|
| 3rd Party contractor | As per quote               | As per quote                            | As per quote | As per quote | As per quote   |

### Description

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

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

Pricing may vary. Quotes will be provided to the client prior to works commencing.

### (VII) In-Home Respite

| In-Home Respite | Standard hours (6am – 6pm) | Non-standard hours (6.01pm-12 midnight) | Saturday | Sunday   | Public Holiday |
|-----------------|----------------------------|---|----------|----------|----------------|
|                 | \$80.00                    | \$91.50                                 | \$136.50 | \$189.50 | \$227.00       |

## Description

In-Home Respite is provided in your home to reduce social isolation and to give a break to the primary carers. It allows consumers to enjoy personal reminiscing, discussing topics of their choice, reading, serving light meals, 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.

### (VIII) Social Support - Individual

| Social Support - Individual | Standard hours (6am – 6pm) | Non-standard hours (6.01pm-12 midnight) | Saturday | Sunday   | Public Holiday |
|-----------------------------|----------------------------|---|----------|----------|----------------|
|                             | \$80.00                    | \$91.50                                 | \$136.50 | \$189.50 | \$227.00       |

## Description

Social Support - Individual is provided on the request of consumer/participant to carry out grocery shopping, attending to doctor’s appointments and similar requirements. It allows consumers/participants to enjoy achieving their daily living goals and improve their quality of life.

### (IX) Flexible Respite

| Flexible Respite | Standard hours (6am – 6pm) | Non-standard hours (6.01pm-12 midnight) | Saturday | Sunday   | Public Holiday |
|------------------|----------------------------|---|----------|----------|----------------|
|                  | \$80.00                    | \$91.50                                 | \$136.50 | \$189.50 | \$227.00       |

## Description

Flexible Respite is provided to reduce social isolation and to give a break to the primary carers. It allows consumers to enjoy personal reminiscing, discussing topics of their choice and travelling to allowed locations such as parks or visiting relatives per their Care Plan while the person/s providing primary care can participate in personal activities and social and community engagement with peace of mind.

## (X) Allied Health Services

|                        |                            |   |          |        |                |
|------------------------|----------------------------|---|----------|--------|----------------|
| Allied Health Services | Standard hours (6am – 6pm) | Non-standard hours (6.01pm-12 midnight) | Saturday | Sunday | Public Holiday |
| Ask for a quote        |                            |   |          |        |                |

## (B) Other Charges

For transport where required as part of the service \$1.10 per km  
(does not include travel time).

**Cancellations can be accepted with a minimum of 24 hours' notice.**

I hereby accept the amended increases to my Home Care Package agreement with Multicultural care.

Consumer name:

Consumer signature:

Date:

| Version  | Date Commenced | Owner | Change Description | Review Date | Authorised By |
|--|----------------|-------|--------------------|-------------|---------------|
| Previous versions were not document controlled |                |       |                    |             |               |
| v.2.0  | 2023           | MCS   | Updated            | 2026        | CEO           |
| v.2.1  | 2024           | MCS   | Updated            | 2027        | CEO           |
| v.2.2  | 2025           | MCS   | Updated            | 2028        | CEO           |