



Home Care Package Services Price List

We offer a range of services to help you stay in your own home, from cleaning to personal care, tailored to your needs. With Home Care Packages and private services available, we provide flexible, consumer-directed care. Call us at 1800 725 836 to learn how we can support you.

Care and Support Services

Rates per services					
Charge per hour	Day Service	Night Service	SAT	SUN	Public holidays
Domestic Assistance (cleaning, linen, laundry)	\$82	N/A	N/A	N/A	N/A
Personal Care (Shower, Toileting)	\$82	\$93	\$123	\$142	\$188
Social Support	\$82	N/A	\$123	\$142	\$188
Transport	\$82	N/A	\$123	\$142	\$188
Respite Care	\$82	\$93	\$123	\$142	\$188
Light Home & Gardening Maintenance	\$82	N/A	N/A	N/A	N/A

*Day services = 0600 AM to 0800 PM, Night Services 0800 PM to 0600 AM weekend and public holiday we only have one rate.

\$1.40p/km charge will apply for Social Support and Transport services



Health and Nursing Services

Health and Nursing services per hour

Charge per hour	Day Services	Night Services	SAT	SUN	Public holidays
Enrolled Nurse	\$121	\$144	\$165	\$187	\$209
Registered Nurse	\$148.50	\$159.50	\$203.50	\$236.50	\$264
Allied Health Therapist	\$180	N/A	N/A	N/A	N/A

*Day services = 0600 AM to 0800 PM, Night Services 0800 PM to 0600 AM weekend and public holiday we only have one rate.

\$1.40p/km charge will apply for Social Support and Transport services

Package and Care Management Fees

Care management includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. It ensures that all aspects of your care are organised and that you receive the support you need in a timely and effective manner. There is a fee associated with Care Management.

Care Management fees

Level 1	\$69.23	Fortnightly amount
Level 2	\$121.76	Fortnightly amount
Level 3	\$265	Fortnightly amount
Level 3	\$401.73	Fortnightly amount



Package Management involves continuous administration and organisational tasks that ensures the safe and effective delivery of your home care package. This includes regulated activities such as quality assessments compliance reviews, audits, government reporting and the preparation of your monthly statements.

Package Management fees		
Level 1	\$40.72	Fortnightly amount
Level 2	\$71.62	Fortnightly amount
Level 3	\$1155.88	Fortnightly amount
Level 3	\$236.31	Fortnightly amount

For more information, please call 1800 725 836 Opt 3 or visit salveohomecare.com.au



Additional Fee and Charge Information

- Rates will be reviewed annually or at Salveo Home Care's discretion.
- All prices indicated are per hour unless otherwise specified.
- Rates are dependent on when the shift starts and finishes – please contact us to discuss the relevant award timings.
- A transport fee/travel fee of \$1.40 per km will be charged for mileage.
- Any costs for the purchase of equipment, aids or products are payable by the consumer.
- Allied health travel costs are calculated based on the therapists hourly rate
- Prices are GST exclusive
- Any overspend of available package funds is payable by the customer and will be invoiced directly to the customer.

*These rates are based on the services delivered by Salveo Care's care workers. If a third-party provider is used to cover the service, the rate may differ. We will inform you of the rate before the service begins

Service Cancellation

Salveo Care offers clients a reliable flexible service, however, we have a responsibility to our carers to provide appropriate notice and therefore require a 24 hour notice of cancellation. If a service is cancelled with less than 24 hours' notice, the full service fee will be applicable. Salveo Care's standard business hours are 07 am to 6 pm Monday to Friday

GST

All prices above are not inclusive of GST. GST will be applied as required to all private services. GST may apply for services provided by a brokerage partner.

Private Service Fees

At Salveo Care, we believe in equitable access to high-quality care. That's why we offer private services at the same competitive rates listed above. No one should have to pay more for essential care. Whether through government-subsidised packages or private services, you can expect exceptional support from our team without any additional costs.

For more information, please call 1800 725 836 Opt 3 or visit salveohomecare.com.au



How to build and calculate your services

SCENARIO #1: Choosing a Fully Supported Care Management Option for James and Emily

James is a retired architect living with Parkinson's disease. Emily, his wife, is a retired school teacher who acts as James's primary caregiver. Due to her caregiving responsibilities, Emily has had to reduce her volunteer work and social outings.

James is assessed and approved for a Level 3 home care package after an income assessment (\$3377.41 per month). Recognising the need for comprehensive support, the couple selects our Fully Supported Care Management option, which includes personalised care plan development, ongoing care management and review, care coordination and assistance with administrative tasks (17% fee for dedicated Care Partner and ongoing care plan management, and 10% fee for administration and package management).

James's dedicated Care Partner Bernadeth collaborates with Emily to create a tailored care plan:

- **Personal Care:** \$984 per month for a support worker to assist James with showering, dressing, and medication management. 3 hours weekly service, therefore 12 hours a month at \$82 amounting to \$984.
- **Nursing Care:** \$592 per month for a registered nurse to visit weekly for health monitoring and medication administration. The care plan suggests James requires 1 hour weekly, therefore 4 hours a month at 148.50 amounting to \$592.
- **Social Support:** \$328 per month for a companion to accompany James on outings and engage in activities he enjoys. 1 hour weekly, therefore 4 hours a month at \$82 amounting to \$328
- **Domestic Assistance:** \$164 per month for a cleaner to help with household chores, cleaning, vacuuming, linen change, laundry, dusting, light house hold tasks. 1 hour fortnightly therefore 2 hours a month at \$82 amounting to \$164
- **Mobility:** \$360 per month for a physio to help James with mobility and balance. 1 hour fortnightly, twice a month at \$180 amounting to \$360





How to build and calculate your services

SCENARIO #1: Choosing a Fully Supported Care Management Option for James and Emily

James and Emily Care Plan Costs				
Service	Time	Frequency	Rate/hour	Total
Personal Care	3 hours	Weekly 3 days	\$82	\$984
Nursing Care	1 hour	Fortnightly	\$148.50	\$592
Social Support	1 hour	Weekly	\$82	\$328
Domestic Assistance	1 hour	Fortnightly	\$82	\$164
Allied health - Physiotherapist/ Occupational Therapist	1 hour	Fortnightly	\$180	\$360
Care Management		Fortnightly	\$265	\$530
Package Management		Fortnightly	\$155.88	\$311.60
Total				\$3,269.60
Unspent Funds				\$107.81

After deducting the fees for care management and administration, James has \$107.81 remaining in his package budget. Salveo Home Care only charges totalling of 27% of the funds for care management and package management combined. We believe funds should be utilised more for your care.

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



How to build and calculate your services

SCENARIO #2: (Self Managed)

Ruby is, a retired teacher who had multiple falls recently, and his wife Emma, a retired music teacher and primary caregiver, have chosen a self-managed home care package approach.

Ruby is assessed and approved for a Level 3 home care package, receiving \$3,377.41 per month. The couple opts for our Self-Managed Plan with Care Management, which provides personalised care plan development, ongoing support and review while allowing them flexibility and control (13% fee for dedicated Care Partner and ongoing care plan management).

Ruby's dedicated Care Partner, Bernadette, collaborates with Emma to create a tailored care plan:

Ruby's Care Plan Costs				
Service	Time	Frequency	Rate/hour	Total
Personal Care	3 hours	Weekly 3 days	\$82	\$984
Nursing Care	1 hour	Fortnightly	\$148.50	\$592
Social Support	1 hour	Weekly	\$82	\$328
Domestic Assistance	1 hour	Fortnightly	\$82	\$164
Allied health - Physiotherapist/	1 hour	Fortnightly	\$180	\$360
Care Management		Fortnightly		\$202.64
Total				\$2630.64
Unspent Funds				\$746.77

With a self-managed plan, Ruby and Emma have the freedom to choose their preferred providers and services. The 13% care management fee covers Bernadette's expertise in care planning, review and ongoing support, ensuring Ruby receives the best possible care tailored to her needs.

The remaining \$746.77 in Ruby's package can be used for additional services, equipment, or other expenses as needed, providing flexibility and control over her care.



Service Descriptions



Care Management

Your dedicated Care Partner will provide personalised care coordination to meet your specific needs.



Nursing Care

Our professional nurses support your health needs, including:

- Medication management (oral, drops, Enteral medications/feeding, parenteral medications, inhaled, topical, suppositories, topical, injections)
- Wound management (changing of dressing, assessing, documentations)
- Assistive Device care (stoma care, PEG Care, Catheter Care IDC for females only. Supra Pubic Catheter for all genders, Assisting in CPAP machine, Oxygen therapy checking, External pace maker Communication device, Glucose monitoring for Diabetic Clients, Emergency Devices checks)
- Pain management as prescribed by GP
- Skin Related Issues (Pressure Area Care,)
- (Vital Signs checking and monitoring)
- Completions of referrals
- Updating Care plans and assessments for changing needs
- (Welfare checks)



Allied Health

Our health professionals are ready to support your well-being with:

- Physiotherapy
- Occupational therapy
- Speech pathology
- Podiatry



Service Descriptions



Personal Care

Our team provides Assistance with daily activities to support your independence including:

- bathing, showering, personal hygiene and grooming, dressing and undressing, and using dressing aids; and
- toileting; and
- dressing and undressing; and
- mobility; and
- (transfer (including in and out of bed).
- checking for skin integrity
- Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles



Domestic Assistance

Help with household tasks to keep your home clean and organised.

- Helping with laundry, vacuuming, and general tidying
- Assisting with meal preparation and other tasks to keep your home cosy and safe
- Changing bed linens and doing laundry
- Light dusting
- Cleaning your pantry, cupboards, and fridge
- Vacuuming, sweeping, and mopping floors
- Surface cleaning
- Spring and oven cleaning



Home and Garden Maintenance

Let us take care of your home and garden maintenance, Ensuring your living environment is safe and well-maintained with services such as:

- Sweeping and tidying the garden
- Minor home repairs
- Lawn mowing
- Weeding and pruning
- Window cleaning



Service Descriptions



Social Support

Providing companionship and assistance with social activities. offering:

- Transport and accompaniment to medical and other appointments
- Help with shopping and pharmacy visits



Transport

Tailored to help you access the things that are you need to remain engaged in your community. including:

- Accompanied trips to medical appointments, shopping, and social outings



Respite Care

Caring for carers, we offer:

- In-home care options to give carers a well-deserved break, including 24-hour care

For more information, please call 1800 725 836 Opt 3 or visit salveohomecare.com.au



Frequently Asked Questions on Fees and Price List for Home Care Services

Understanding Home Care Packages

What are the different levels of Home Care Packages and their associated costs?

Home Care Packages are categorised into four levels, each designed to cater to different levels of care needs. The levels are:

Level 1: Basic care needs amounting 10,588.65 Per Annum

Level 2: Low-level care needs amounting \$18,622.30 Per Annum

Level 3: Intermediate care needs amounting \$40,529.60 Per Annum

Level 4: High-level care needs \$61440.45 Per Annum

***Note:** Rates are as of July 2024. You can view the most up-to-date subsidy rates [here](#)

What are government supplements for Home Care Packages?

In addition to these subsidies, you may also be eligible for government supplements that can help with the cost of meeting specific care needs.

You might be eligible for these if you are:

- Living with dementia
- Have an ongoing need for the administration of oxygen
- Live in a rural and remote area
- Experiencing financial hardship

You can find out more about the current rates of government supplements, and the eligibility criteria, [here](#).



How do I apply for a Home Care Package?

To start the process, you will first need to contact My Aged Care on 1800 200 422. They will talk you through the process, which may include an initial phone screening and face-to-face assessment. You can read more about the process at www.myagedcare.gov.au/assessment Salveo Care can assist you in starting this process and can lodge a referral for assessment on your behalf.

Package assignment

Once you are approved for a package, you are placed in the National Priority System (NPS) queue, to await the assignment of your package. Your place on the NPS is based on the date you were approved and the level of priority. Information on estimated wait times is available at www.myagedcare.gov.au/help-at-home/home-care-packages.

Choosing your provider

Once assigned a package, you will choose a provider who will manage your ongoing assessed care needs and goals. You will enter into a Home Care Agreement with your chosen provider, and together you will create an agreed care plan. You can use the 'Find a Provider' tool on My Aged Care to compare providers in your area at www.myagedcare.gov.au/find-a-provider

What is Care Management?

Care management includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. It ensures that all aspects of your care are organised and that you receive the support you need in a timely and effective manner. There is a fee associated with Care Management.

Refer to page two of this document for a price breakdown of Salveo Home Care's Care Management Fees.

What is Package Management?

Package Management involves continuous administration and organisational tasks that ensure your home care package's safe and effective delivery. This includes regulated activities such as quality assessments compliance reviews, audits, government reporting and the preparation of your monthly statements.

Refer to page three of this document for a price breakdown of Salveo Home Care's Care Management Fees.



Fees and Costs

What is an Income-Tested Care Fee?

The Income-Tested Care Fee is an additional contribution that some clients may be asked to pay, depending on their income. It is assessed by the Department of Human Services and can vary based on your financial situation.

Services Australia will do an income assessment to check if you need to pay the income tested care fee. This fee does not apply to full pensioners. Services Australia also assesses claims for financial hardship support if needed. Salveo Care cannot waive or remove income tested care fees and must charge the maximum fee for non-pensioners who do not complete an income assessment.

What fees might I be expected to pay with a Home Care Package?

You may be asked to pay:

- Income-Tested Care Fee: Based on your income, assessed by the Department of Human Services.
- Additional Fees: For services beyond what is covered by your Home Care Package.

Are there any limits to the fees I might have to pay?

Yes, there are annual and lifetime caps on the Income-Tested Care Fee to ensure that you do not pay more than a certain amount in any given year or over your lifetime. Once you reach these caps, you cannot be asked to pay any more Income-Tested Care Fees.

How can I find out the exact cost of my Home Care Package?

Salveo Care provides a detailed price list and fee schedule for all our services. We will work with you to develop a personalised care plan and budget, ensuring you understand the costs involved. You can also contact our customer management team for more information on specific fees. For further information please visit <https://www.myagedcare.gov.au/home-care-package-costs-and-fees>

Can I get an estimate of my fees before committing to a package?

Absolutely! Salveo Care offers a free consultation to discuss your needs and provide a detailed estimate of the costs involved in your care package.

Are there any additional costs I should be aware of?

In addition to the Income-Tested Care Fee, there might be costs for additional services that are not covered under your package. These will be clearly outlined in your care plan and budget.



Services Provided

What services are included in my Home Care Package?

Your Home Care Package can include a variety of services such as domestic assistance, personal care, nursing care, allied health services, respite care, and more. The specific services provided will depend on your individual needs and goals, as outlined in your care plan.

How are the costs of services determined?

The costs of services are determined based on the type of service, the time of day, and the day of the week and frequency required or set by your care partner. Our pricing schedule outlines the hourly rates for different services during standard hours, evening shifts, night shifts, weekends, and public holidays.

Are there any additional fees for allied health services?

Allied health services such as physiotherapy, speech therapy, and occupational therapy are provided at a specified hourly rate. These services are included in your Home Care Package, but additional fees may apply based on the frequency and duration of the sessions. In addition to this, should you wish to choose an external service provider, the price will vary based on the agreement with the brokered service provider.



Managing Your Package

How do I make payments for my Home Care Package services?

Salveo Care will provide you with a monthly statement detailing the services provided and the associated costs. Payments can be made via direct debit, bank transfer, or other agreed methods.

How can I keep track of my spending and services?

We provide a simple and transparent finance system that offers up-to-date expenditure statements.

What should I do if I have concerns about my fees or payments?

If you have any concerns or questions about your fees or payments, please contact your dedicated Care Partner or Care partner team. We are here to help you understand your fees and address any issues you may have.

What if I need to cancel or reschedule a service?

If you need to cancel or reschedule a service, please contact your Care Partner and Care delivery team during regular weekday hours. For public holidays or urgent matters, our after-hours service is available to assist you. We request that you provide at least 24 hours' notice for cancellations to avoid any late charges. You can reach out to the teams on homecare@salveoare.com.au or by calling **1800 725 836 Option 3**.

Can I receive services on weekends and public holidays?

Yes, we offer services on weekends and public holidays. Please refer to our pricing schedule for the rates applicable during these times.



Changes and Contacts

What happens if my financial situation changes?

If your financial situation changes, you can request a reassessment of your fees. The Department of Human Services will reassess your income and adjust your fees accordingly.

Can I use my Home Care Package to pay for services outside of Salveo Care?

Yes, you can choose to use your package funds for services provided by other service providers if they better meet your needs. However, it's important to discuss this with your care partner to ensure it aligns with your care plan.

Who can I contact if I have more questions about my Home Care Package?

You can reach out to your dedicated Care Partner or Care Partner team during regular weekday hours from 09.00 am to 5.00 pm for any service adjustments or queries. For urgent matters or assistance during public holidays, our after-hours service is available to help you. You can contact both parties on homecare@salveocare.com.au or by calling **1800 725 836 Option 3**.

How can I ensure my care needs are met as they change?

Our Care Partners regularly review your care plan and adapt services to meet your changing needs. You can also request a review at any time if your circumstances change.

What if I don't understand something about my package or fees?

We encourage you to contact your dedicated Care Partner. Our team is here to explain everything clearly and help you understand all aspects of your Home Care Package.

These FAQs should provide clarity and ease any concerns you may have about the fees and pricing associated with your Home Care Packages.

For more information, please call 1800 725 836 Opt 3 or visit salveohomecare.com.au