

Home Care Schedule of Fees 2018 - 2019

care, in your own home

Care & Support, Direct to Your Door

Royal Freemasons mission is to support a person's health and well-being, through innovative, respectful and tailored in-home care solutions. We help people to live independently in the community, offering choice, flexibility and control to maintain their quality of life.

We promote a model of care that is centred around dignity and respect. Drawing on a diverse and experienced team of healthcare professionals including registered nurses, allied health and home care workers, we offer services that are inclusive to all backgrounds, cultures and special needs group. We employ our own staff, trained to our expectations for service and care delivery, to provide quality and continuity of care.

Our Home Care programs are individually tailored to each customer's needs depending on their circumstances and preferences, providing help and assistance with a wide range of personal and household tasks as well as on-going review of care. We encourage feedback to assist our provision of the most appropriate range of services while ensuring choice and control in decision-making.

Hours of Service

We deliver a full range of services from half-hour to 24 hour live in support. Services are available 24 hours a day, 7 days per week, 365 days a year.

After Hours

Royal Freemasons offers reassurance by providing after hours support through an 'oncall after hours' phone number to handle non medical emergencies outside of our business hours.

Subsidised and Funded Services

We deliver various services that are Government funded and subsidised. Customer contributions where applicable are affordable and can be negotiated for those experiencing hardship. Other services can be funded through health insurance agencies or privately.

Private Services

For those waiting for, or perhaps not eligible for a government funded program, Royal Freemasons offers fee for service private care. Private home care can deliver a range of services through a tailored package of support. Private care services offer flexible hours available from 30 minutes to 24 hour live-in care, 7 days a week.

Our Services

- Personal care
- Personal care and hygiene
- Grooming
- Dressing (incl TED Stockings)
- Continence support
- Medication prompts
- Shopping
- **Domestic Assistance**
 - House keeping
 - Laundry/Ironing
 - Gardening
- **Nutrition**
 - Meal preparation
 - Pre Prepared Meal Arrangements
 - Menu planning (dietician)

There are four levels of Home Care Packages:

- **Home Care Level 1:** to support people with basic care needs.
- **Home Care Level 2:** to support people with low level care needs.
- **Home Care Level 3:** to support people with intermediate care needs.
- **Home Care Level 4:** to support people with high care needs.

• Nursing and Allied Health Services

- Specialised clinical services
- Dementia care & support
- Continence management
- Diabetes Management
- Medication management
- Palliative care
- Stomal therapy
- Complex wound management

• Case Management

- Care and Support Guidance
- Program management

• Social Support and Respite

- Respite for carers or family, in-home day, evening or overnight
- Bill paying
- Companionship
- Shopping

• Transportation

- Accompany to personal, community access or medical appointments
- General Transport

• Wellness Services

- Access to Day Therapy and allied Health Services in a purpose built and operated Therapy rooms located in our central location of Prahran and Footscray.

1800 756 091 homecare@royalfreemasons.org.au

Description	30 mins Fee Rate (ex GST)	Hourly Fee Rate (ex GST)
Domestic & Personal Care Services		
Weekdays 7am - 6pm	\$38.00	\$51.00
Weeknights 6pm - 12am	\$45.00	\$60.00
Saturdays	\$58.00	\$78.00
Sunday	\$58.00	\$78.00
Public Holidays	N/A	\$116.00
Minimum Cert 111 qualifications to assist with domestic housekeeping, showering and grooming, medication prompting, respite, transport, shopping, meal preparation and social support services.		

Use of the worker's vehicle for transport		
Charged for transport services, shopping etc	N/A	\$1.20 per km

Case Management Services		
Weekdays 8am - 4pm	N/A	\$90.00 per hour
Case Management Bundle	N/A	\$400.00 5 hours
Assistance with support management services. Min. 1 hour blocks		

Service Cancellation Fee	
24 Hours or more notice	No Charge
24 Hours or less notice	Full cost of service*

Allied Health			
Description	Hour	Day	Month
Physio	\$110	N/A	N/A
Day Therapy	\$50	\$100	N/A
Planned Activity Group	\$50	\$100	N/A
Podiatry in Room	\$55	N/A	N/A
Podiatry in Home	\$110	N/A	N/A
OT	\$160	N/A	N/A

Home Care Package Exit Fee	
Exit Fee (Negotiable)	Maximum \$1200.00
This is only applicable for those Home Care Package clients that have Unspent Funds on discharge. We encourage our clients to spend all their allocated funds; in the unlikely event you have a remaining balance on discharge, you are given the option to bundle some private services to use at a later date. So if you have \$0 unspent funds, there is no exit fee payable	

Description	30 mins Fee Rate (ex GST)	Hourly Fee Rate (ex GST)
Endorsed Nursing Services		
Weekdays 7am - 6pm	\$67.50	\$90.00
Weeknights 6pm - 7am	N/A	N/A
Weekends	\$90.00	\$120.00
Public Holidays	\$135.00	\$180.00
Includes medications, clinical assessments, palliative care, basic wound care.		

Registered Nursing Services	
Weekdays 7am - 6pm	\$120.00
Weeknights 6pm - 7am	N/A
Weekends	\$160.00
Public Holidays	\$220.00
Package Care Assessment Service Weekdays 8am - 4pm	\$130.00
Includes medications, clinical assessments, palliative care, complex wound care, catheter care, asthma, diabetes.	

24 Hour Live In Services (daily Rate)	
Personal Care Weekday	\$600.00
Personal Care Weekend	\$750.00
Public Holidays	\$1000.00
Live in service. Carer must be able to sleep on premises for minimum of 8 hours.	

Overnight Personal Care	
Weeknights 8pm - 7am	\$350.00
Weekends 8pm - 7am	\$500.00
Public Holidays Weeknights 8pm - 7am	\$650.00
Public Holidays Weekends 8pm - 7am	\$750.00
Stay Over rates are for a maximum of 10 hours. Carer must be able to sleep on premises for 4 hours. Active 2 hours, inactive 8 hours.	

*Note: A 15% surcharge will apply to all services, equipment, consumables and maintenance provided by an external contractor.

Prices valid from 1st December 2018