



Australian Government



myagedcare



Home Care Pricing Schedule Definitions

This document should be read in conjunction with the [Home Care Pricing Schedule](#) (the Schedule).

These definitions provide further explanation, and a standardised definition, against each element of the Schedule to help people to understand home care pricing information. People will see this information on the new My Aged Care website. Home care providers can also view the definitions when completing their pricing information in the My Aged Care Provider Portal.

These definitions have been thoroughly tested with senior Australians and their families, to ensure they are easy to understand.

The following headings correspond to each element within the Schedule, and the associated definition is outlined below.

Provider Information about Service Delivery and Pricing

This is information about how the provider can deliver services to you. This includes whether services are delivered by their own staff, subcontracted through another provider, and if you can choose who you would like to receive your services from. There may be information about the values of the service provider, the different services they offer, and new ways they can deliver services.

Home care package funding

This is the approximate amount paid by the Australian Government to your home care provider for your care. All costs will be taken out of your overall package budget. These figures are rounded.

Depending on your income, you will need to pay some of this amount through an Income-Tested Care Fee. The provider does not set this fee and must collect it for the Government, if it applies. It does not apply to full age pensioners. Further information, including a fee estimator tool, is available on the My Aged Care website or by calling 1800 200 422.



The Government may provide extra funding if you are eligible for any home care supplements. Supplements available in home care are: dementia and cognition; veterans' (with a mental health condition relating to their service); oxygen; enteral feeding; viability (for those living in a rural or remote area); and hardship.

You can also choose to pay for extra services beyond the value of the package if required, as negotiated with the provider.

Basic Daily Fee paid by you

This is a fee that you pay to the provider that adds to the funding available in your package. The Government sets the maximum amount a provider can charge, which varies depending on the Home Care Package level. Please refer to the My Aged Care website for further details. The amount the provider will charge you is listed here.

Levels of funding

There are four levels of Home Care Packages to help meet the different levels of care needs. Broadly, they are:

- Level 1: for people with basic care needs
- Level 2: for people with low-level care needs
- Level 3: for people with intermediate care needs
- Level 4: for people with high-level care needs.

Care Management

Care management is an essential key component of every Home Care Package. It ensures you receive the appropriate level of support in a way that meets your current and future care needs. It should ensure there is no overlap, over-servicing or mismanagement of services.

Care management may include:

- Reviewing your Home Care Agreement (an Agreement between you, and your provider, detailing the services you will access) and Care Plan (a Plan designed by you and your provider to ensure the services you access help you achieve 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 receive is respectful of your culture; &
- Identifying and addressing risks to your safety.

Care management may be provided in different ways including face-to-face or via phone or email.

For further information, see the 'Approach to care management' definition or speak with the provider.



Approach to care management

Information about the provider's approach to care management includes what they offer and how they charge for it. Some providers may let you choose an independent care manager or let you manage some of your own services.

Fully managed by provider

This is the fortnightly cost and the approximate number of hours where your provider is fully responsible for care management. These services may be provided in different ways including face-to-face or via phone or email. For further information, speak with the provider.

Self-managed by you

If you decide to self-manage, your provider will still undertake some care management. For example, an annual review of your Home Care Agreement and Care Plan. This is the fortnightly cost and approximate number of hours to do this. For further information, speak with the provider.

Price for Common Services

These are common services that you may be able to access in a Home Care Package. For information on other services offered, access the provider's full price list or contact them directly.

Standard hours can be considered as Monday to Friday 6am to 6pm.

How the provider delivers services refers to whether the provider uses its own staff, the staff of other service providers, or whether they include both in delivering their services.

Personal care

Personal care services may include help with: bathing; showering; toileting; dressing/undressing; getting in and out of bed; washing and drying hair; shaving; and reminding you to take your medication.

Nursing

Nursing services may include: wound care and management; medication administration such as assisting you to take medication; general health and other assessments; certain medical tests including blood pressure; and support with dementia. This does not include the price for goods such as bandages, dressings and continence aids where required.

The costs shown are for nursing services delivered by a Registered Nurse. The provider may offer to deliver nursing services by other levels of nurses (e.g. an Enrolled Nurse), which may have a different cost per hour.

Cleaning and household tasks

Cleaning and household tasks may include: help with making beds; ironing; laundry; dusting; vacuuming; and mopping.



Light gardening

Light gardening may include help with light weeding; watering; light pruning; lawn mowing; or minor garden maintenance.

In-home respite

A care worker supporting you in your home for a short period of time, for example when your carer is away or unavailable.

Other Costs

Other costs relate to other prices the provider may charge you out of your total package amount.

Package management

Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It may include the costs for: preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages.

It does not include costs that are unrelated to supporting your care, nor costs associated with the provider's running of their business such as marketing, office rent, insurance, or activities completed before you enter into a Home Care Agreement with them.

Where necessary, providers will include any other administration costs within the unit price for home care services, so you can see the all-inclusive cost of delivering the service.

Maximum exit amount

This is the maximum amount the provider can deduct from funds that are left in your package when you leave their care (either when you change providers or leave home care). The amount covers administration costs associated with leaving. You may wish to ask the provider if you need to give a period of notice before you exit.

Staff travel costs to visit you

Staff travel costs is the price per kilometre for a care worker to travel (without you) to visit your location. Some providers may not charge this if you are within a certain distance from their location. This is different from costs for providers to travel with you, where you are receiving a transport service as part of your Home Care Package.

Separate cost when you want to receive services from a different provider

Providers must indicate whether they charge you an additional amount for any services they coordinate for you but which another provider delivers.



Separate cost when you want to receive services from a different provider – Description for the free text field

This indicates the amount the provider will charge for any services they coordinate for you but which another provider delivers, and how it is charged. For example, whether it is charged as a separate cost; or included in the service price.

Full Price List

Provider's link to their full price list. This is either a document and/or a link (URL) to the prices published on the provider's website. It includes costs for other services that are not outlined in the common services, and costs that are not published on My Aged Care.

Provider contact details

Provider's contact details if you want to speak to them about their pricing information.

Pricing Schedule Last Updated on [XX/XX/20XX]

The date the provider last updated their home care pricing information on My Aged Care.

