

CANTERBURY CITY COMMUNITY CENTRE

HOME CARE PACKAGES

no establishment fees
no exit fees

A guide to fees and charges

as at July 2024



To learn more about our Home Care Packages
call **9750 9344** or visit **www.4cs.org.au**

For help in other languages, call 131 450 Translating and Interpreting Service (TIS National)

A guide to fees and charges as at 1 July 2024

Canterbury City Community Centre has been providing services in the Inner West and Canterbury Bankstown local government areas since 1972. We are a locally based and secular organisation with a good reputation for high quality and caring services. We know our local community and work hard to ensure our services meet your needs. We employ qualified bi lingual staff and will tailor our services to meet the goals set by you.

You should be able to have the choice of Provider when determining the services to meet your needs. If you are currently receiving a service under the Commonwealth Home Support Program from another Organisation and would like to continue to receive that service we can negotiate with the other organisation to continue these services as part of your Package. Likewise, if you would like to receive some services from Canterbury City Community Centre but have your Package managed by another Organisation we can also broker our services to that Organisation.

If you have just received a Package, or would like to change Providers and move your Home Care Package over to us, give us a call and we can provide some information to help you make a decision to suit your needs.

How the Government Funding works

When you are allocated a Home Care Package by My Aged Care you will be notified of a Package level that meets your care needs and from the Packages available at that time. This funding, plus any additional contributions you may make, must cover the total cost to Organisations in providing your care. We work with you in developing a Plan of support services.

There are guidelines that we must meet concerning eligible service or items the Package funds can be spent on. The organisation then claims back from the Government, costs associated with your care. For more information go to www.myagedcare.gov.au/help-at-home/home-care-packages.

The fortnightly amounts provided by Government as at March 2024

1 Level	2 Level	3 Level	4 Level
\$ 395.04	\$ 694.76	\$ 1511.94	\$ 2292.06

*This amount does not effect your pension

Additional Funding Supplements

We may be able to access some further funding supplements from the government for your care needs. These include: Dementia and Cognition supplement, Oxygen Supplement, Enteral Feeding Supplement and the Veterans supplement. Please speak with the Coordinator if you have any of the above care needs, as you will need to meet eligibility criteria and we can apply on your behalf.

Means Testing

Unless you are a full pensioner, you can be asked to pay an Income Tested fee towards your care. Services Australia will assess your income and assets and notify you and Canterbury City Community Centre how much you need to pay. Your income is reviewed by Centrelink quarterly and we cannot waive or discount this fee. Your income tested fee reduces the fortnightly Government subsidy provided through your Package.

Optional Client Contribution

Canterbury City Community Centre will not charge the Basic Daily Fee unless directed by you. While everyone taking up a Home Care Package is expected by the Government to contribute toward that cost by paying a basic daily fee, at this time Government has not made this compulsory. Any additional funds you put into your Package will go straight toward service delivery. The maximum Daily Care Fees are in the Table below. You can contribute none, part or all of this fee. You can also top up your account if you need to during periods of high need. Any contribution you make, that is unspent, if you leave our Service, will be returned to you.

Maximum Daily Care Fees from March 2024

1 Level	2 Level	3 Level	4 Level
\$ 11.43	\$ 12.08	\$ 12.42	\$ 12.75

What Services are available at Canterbury City Community Centre

Personal care

We can help with important daily tasks like showering and dressing, hair and make up, nail care and oral care, reminding you about medications, helping you with errands or shopping, driving you to appointments or keeping you connected to community.

Domestic Assistance

We can help with basic cleaning and household tasks such as dusting, vacuuming and mopping, wiping down the benchtops and washing up, changing bed linen, laundry and ironing, sweeping, helping with meal preparation.

Other professional spring cleaning or heavy duty cleaning is available based on individual care needs and depends on quotation from a supplier.

Light Gardening

Our Garden Care team will keep your garden safe and tidy with light pruning, weeding and general garden maintenance. A regular lawn mowing service can also be organised but the cost will need to be quoted for your lawn type and size.

In home Respite

If your regular carer needs a break or to run some errands we can stay with you at home and help out with regular tasks that you would normally do.

Social Groups

We offer a number of social and light exercise groups to help you stay connected and meet new people. We provide transport to the group and include a light meal.

Services purchased from Canterbury City Community Centre

Hourly fees for Standard services

	Standard hours 6 am to 8 pm	Non Standard hours 8 pm to 6 am	Saturdays	Sundays	Public Holidays
Personal Care	\$ 64.05	\$ 73.85	\$ 83.66	\$ 103.27	\$ 122.89
Domestic Assistance	\$ 64.05	\$ 73.85	\$ 83.66	\$ 103.27	\$ 122.89
Light Gardening	\$ 75 (Range from \$75 – \$ 250 lawn mowing)				
In home Respite	\$ 64.05	\$ 73.85	\$ 83.66	\$ 103.27	\$ 122.89
Nursing	\$ 110.00 - \$ 180.00				
Social Groups	\$ 74.62 per session				

Care Management and Package Management Service Rates

Care Management

Care Management is a mandatory flat fee which includes the costs involved in developing and reviewing your Home Care Agreement and Care Plan, co ordinating and scheduling services, ensuring your care is aligned with other supports, ensuring your care is culturally appropriate, providing a point of contact for enquiries and concerns, and identifying any safety risks to you associated with providing care.

If you need to take Leave from your Home Care Package, while you are in Hospital, Respite Care, on Social Leave, or in receipt of a Transitional Package, a Care or Package Management Fee will not be charged. Once you have returned from Leave, your Care Management Fee will re-commence.

Fortnightly Care Management Fee

1 Level	2 Level	3 Level	4 Level
\$ 49.00	\$ 98.01	\$ 196.03	\$ 294.06

Package Management

Package Management is the ongoing organisational activities associated with ensuring the smooth delivery and management of a Home Care Package. It includes the cost for preparing the monthly statements, managing package funds, and compliance and quality assurance activities required in Aged Care. Also included are the cost of scheduling, submitting claims to Services Australia, buying equipment such as mobility aids, arranging home mods, training and education of staff and completing financial reporting.

Fortnightly Package Management Fee

1 Level	2 Level	3 Level	4 Level
\$ 41.59	\$ 83.19	\$ 166.34	\$ 249.51

Transport

Any transport, shopping or other journeys that requires Care Workers to travel in order to deliver services will be charged at \$ 1.20 per kilometre.

Service purchased from other Providers

We can offer a wide range of supports and services through working with our trusted partners. Generally we will need to obtain a quote for a service, or product, which is paid in full from your Package. Canterbury City Community Centre will charge an additional 10% handling fee on top of the base cost.

Nursing Services

Our Nursing partners can support you with medication management, wound care and dressings, continence care and managing your health in the comfort of your own home.

Allied Health Services

Our Clinical partners can help with falls risk assessments, home safety checks, exercise and therapy programs.

Home Maintenance and Modifications

Changes to your home can make life easier, like handrails, lever taps, ramps or bathroom modifications. We use a number of qualified and skilled providers. A home assessment by an Occupational Therapist may also be needed.

Social Support Services

If you are currently attending a social group we can talk with that provider so that you can continue attending and have the fee taken from your Package.

Assistive Devices

Stay independent with mobility aids, adapted tools, emergency alarms and communication devices.

Other Important Information

Kilometres	We will only charge \$ 1.20 per km where our staff are providing client transport, shopping or any other journey as part of your service.
Consumables and Equipment	Consumables and equipment purchased or hired will be billed inclusive of GST and will incur a 10% handling fee.
Cancellation Fee	At least 24 hours notice must be given (during business hours) for any cancellations otherwise the full scheduled fee will be charged. Unplanned hospital admissions are exempt.
Minimum Service hours	Services are generally available for a minimum of one hour, and then by half hour increments unless otherwise agreed. Additional Care Management support is charged per 15 minutes.

Brokered Services	<p>If you choose staff or services other than Canterbury City Community Centre a 10% handling fee will apply. We do not charge a separate fee to establish the agreement or Contract with another Provider. Some contractors may require a 2 hour minimum payment.</p>
Self Managed Packages	<p>This option is not offered by Canterbury City Community Centre.</p>
Newsletter	<p>We can email or post our free tri-quarterly newsletter to you. It will keep you up to date on our Organisation, on our services and aged care services in general.</p>

For more information call **9750 9344** or visit www.4cs.com.au

If you speak a language other than English, you can call the **Translating and Interpreting Service** (TIS National) on **131 450** for support to talk to My Aged Care or with us about your services. TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week.