

Purpose

These Guidelines describe the approach to service pricing and co-contributions paid by clients using Southern Highlands Home Care PTY LTD employees and associated providers to provide in-home care and services.

Invoicing

Services provided will be charged quarterly to the client support at home budget and monthly through the issue of an invoice / statement to the client for co-contributions as notified by Services Australia. Invoices will be generated to show details of:

- The date of service & the number of hours of services provided
- A description of the services or purchases provided
- Receipt of any payments received and adjustments such as credits or cancellation fees.

Review of fees Charged

Clients' co-contribution will be means tested by Services Australia and invoiced from Southern Highlands Home Care PTY LTD.

Clinical Supports: Do not attract a client contribution = 0%

Independence: service categories may attract a client contribution of between 5% - 80%

Everyday Living: services may attract a client contribution of between 5% - 80%

Case Management: 10% of a client's Support at Home budget will be retained by Services Australia.

Case Management is charged at \$110 per hour.

Case management consists of (but is not limited to) face-to-face, phone contact and email correspondence to facilitate your care and services for car plan reviews, case conferences, referrals, ordering of equipment, documentation, accounts and other case management tasks related to your care.

Southern Highlands Home Care does not provide self-managed Support at Home packages.

- Please note the minimum requirement for Case Management service time will be 15 minutes every month.
- Clients who cancel a service within 24 hours' notice of the scheduled service time, full service fees will be charged.
- Should you wish to engage a supplier of your choice, it may take additional time to commence services as all compliance requirements need to be put into place before commencement. Please note that a 10% surcharge will apply.

Schedule of current Service pricing per hour of service

Clients will have their approved services assessed and outlined in their care plan / budget.

Category	Service Type	Mon – Fri 6am – 6pm	Mon – Fri 6pm – 9pm	Saturday	Sunday	Public Holiday
Clinical Support	Registered Nurse	\$125.00 per hour	\$133.00 per hour	\$151.25 per hour	\$180.00 per hour	\$235.50 per hour
	Nursing Care Consumables	external provider invoice cost plus 10% processing fee				
	Physiotherapy	external provider invoice cost plus 10% processing fee				
	Occupational Therapy	external provider invoice cost plus 10% processing fee				
	Dietician	external provider invoice cost plus 10% processing fee				
	Podiatrist	external provider invoice cost plus 10% processing fee				
	Speech Pathologist	external provider invoice cost plus 10% processing fee				
	Exercise Physiology	external provider invoice cost plus 10% processing fee				
Independence	Remedial Health	external provider invoice cost plus 10% processing fee				
	Personal Care (continence, assist with self-care)	\$80.00 per hour \$65.00 for 30 mins	\$90.00 per hour	\$120.00 per hour	\$139.50 per hour	\$186.50 per hour
	Individual social support (accompanied activities)	\$80.00 \$65.00 for 30 mins	\$90.00 per hour	\$120.00 per hour	\$139.50 per hour	\$186.50 per hour
	Respite (in Home)	\$80.00 \$65.00 for 30 mins	\$90.00 per hour	\$120.00 per hour	\$139.50 per hour	\$186.50 per hour
Transport	Direct Transport	\$80.00 \$65.00 for 30 mins	\$90.00 per hour	\$120.00 per hour	\$139.50 per hour	\$186.50 per hour
	Taxi/ Cab charge	external provider invoice cost plus 10% processing fee				
Assistive Technology	Equipment	external provider invoice cost plus 10% processing fee				
	Home Modification	external provider invoice cost plus 10% processing fee				
Everyday Living	Domestic assistance (cleaning, laundry, shopping)	\$80.00 per hour \$65.00 for 30 mins	\$90.00 per hour	\$120.00 per hour	\$139.50 per hour	\$186.50 per hour
	Home Maintenance expenses	external provider invoice cost plus 10% processing fee				
	Gardening	external provider invoice cost plus 10% processing fee				
	Meal Preparation (in Home)	external provider invoice cost plus 10% processing fee				
	Meal Delivery External provider (deli-door, light n easy)	external provider invoice cost plus 10% processing fee				

- External suppliers known as “Associated Providers” may charge a higher hourly rate, and this will need to be agreed with you before services commence,
- External services attract a 10% charge..
- Please note that some at cost items may attract a client contribution as determined by Services Australia.