

# Fee and Service Guidelines

## Information Sheet

### Purpose

These Guidelines describe the approach to fees paid by consumers using Bethel Home Care employees to provide care services.

### Invoicing

Services provided will be charged Monthly through the issue of an invoice/statement to the consumer. Invoices will be generated to show details of:

- The date of the service;
- The number of hours of service provided;
- A description of the service provided;
- Receipt of any payments received and adjustments such as credits or cancellation fees;
- Clear outline of the charges including charge per hour.

### Review of Fees Charged

Fees charged may be reviewed and consumers will be notified of any changes in advance. Responsibility for the review rests with the CE after final approval from the delegated authority.

### Schedule of Current Fees

Service Type	Package Level 1	Package Level 2	Package Level 3	Package Level 4
Service Establishment Fee – one off fee	\$250	\$350	\$450	\$450
Administration Fees ( approx. 15% ) per day	\$3.40	\$6.18	\$13.59	\$20.66
Advisory & Basic care Coordination (7% ) per day	\$1.59	\$2.88	\$6.34	\$9.64
Case Management – (Optional) per month	\$20	\$70	\$225	\$300

Service Type	Weekdays 6am-6pm	Weekdays (A/H) 6pm-6am	Saturdays	Sundays	Public Holidays
General Home Care Service	\$45.00	\$51.75	\$67.50	\$78.75	\$112.50
Clinical Care	\$55.00	\$63.25	\$82.50	\$96.25	\$137.50
Case Manager	\$65.00	\$74.75	\$97.50	\$113.75	\$162.50
Registered Nurse	\$70.00	\$80.50	\$105.00	\$122.50	\$175.00
Transport ( Charged Per KM )	\$0.81	\$0.81	\$0.81	\$0.81	\$0.81

Please note: the minimum service time will be one hour with part hours rounded up to the nearest 30 minutes. Transport kilometres are charged at \$0.81 per Kilometer.

Allied health service can be arranged upon request and are charged accordingly.

Consumer can elect to cancel a service with 24 hours' notice, otherwise charges may apply.

# Home Services

## Home Care Package Fees



### Administration Fees Core

Administration fees are charged to cover costs incurred from overhead, insurance, quality assurance and auditing, administrative functions. This is charged as a percentage (approximately 15%) of your annual home care package. However, to ensure that there is no disruption of your service, Bethel Home Care levies this annual fee from your home care package budget on a monthly basis so as to prevent a potential decrease of service at the anniversary of your package.

	<b>Annual Fee (Charged Monthly)</b>
Commonwealth Home Care Package Level 1	\$1,241 per year (\$3.40 per day)
Commonwealth Home Care Package Level 2	\$2,256 per year (\$6.18 per day)
Commonwealth Home Care Package Level 3	\$4,961 per year (\$13.59 per day)
Commonwealth Home Care Package Level 4	\$7,543 per year (\$20.66 per day)

### Advisory and Basic Care Coordination

Core advisory fees are charged to cover for cost associated with budget and statement preparation, reconciliation of Medicare returns and other financial aspects of a Home Care Package, and your annual review fee. The Home Care Package guidelines require all users of the commonwealth Home Care Package program to be reviewed at least once a year. This is to ensure that your support plan will always meet your current needs and goals. However, to ensure that there is no disruption of your service, Bethel Home care levies this annual fee (approximately 7% of your home care package) from your home care package budget on a monthly basis so as to prevent a potential decrease of services at the anniversary of your package.

	<b>Core Advisory Fee (Charged Monthly)</b>
Commonwealth Home Care Package Level 1	\$580.00 per year (\$1.59 per day)
Commonwealth Home Care Package Level 2	\$1,051.00 per year (\$2.88 per day)
Commonwealth Home Care Package Level 3	\$2,314.00 per year (\$6.34 per day)
Commonwealth Home Care Package Level 4	\$3,519.00 per year (\$9.64 per day)

## Service Establishment Fee

Service establishment fees are a one-time fee charged at the initial commencement of your Home Care Package with Bethel Home Care. This is to cover cost associated the initial set up of your package, including budget preparation, support planning, completion of necessary regulatory administrative requirements.

	<b>Service Establishment Fee (Once- off Charge at initial commencement)</b>
Commonwealth Home Care Package Level 1	\$250.00
Commonwealth Home Care Package Level 2	\$350.00
Commonwealth Home Care Package Level 3	\$450.00
Commonwealth Home Care Package Level 4	\$450.00

## Case Management and Service Coordination

Case management and service coordination fees are charged to cover for cost associated with the coordination and management of your care. This can include activities such as assisting you with changing your services, referral and coordination of other services (eg. Allied health and nursing), purchasing of goods and equipment required for your support, etc. Bethel Home Care provides for 2 options- A single package of case management where your are charged an all- inclusive flat fee monthly (***fair use applies***), or you may choose a Pay – As – You- Go (PAYG) option where you will be charged an hourly rate (in 15 minutes blocks). Details of the prevailing case management fee can be found on our latest fee schedule.

	<b>Package Case Management (Charged Monthly )</b>	<b>Pay As You Go (Per 15 min or part thereof)</b>
Commonwealth Home Care Package Level 1	\$240.00 per year (\$20.00 per month)	Please refer to fee schedule
Commonwealth Home Care Package Level 2	\$840.00 per year (\$70.00 per month)	Please refer to fee schedule
Commonwealth Home Care Package Level 3	\$2,700.00 per year (\$225.00 per month)	Please refer to fee schedule
Commonwealth Home Care Package Level 4	\$3,600.00 per year (\$300.00 per month)	Please refer to fee schedule