

# A guide to fees and charges

**For advice about how to access  
quality home care call us on 1800 826 166  
or visit [hammondcare.com.au/homecare](https://hammondcare.com.au/homecare)**

HammondCare is an independent Christian charity.

# A guide to fees and charges

as at 20 September 2023

HammondCare has been caring for Australians for over 90 years and is recognised as a leading provider of dementia and frail aged care.

We specialise in supporting people with complex care needs including dementia to remain living independently in their own homes.

The below fees apply to clients receiving a Home Care Package from the Australian Government and does not include Commonwealth Home Support Programme funding fees, the costs of which are shown on page 7.

## Care and support services

Clients tell us it is important that they know the people coming into their home. We've listened to this feedback. This is why all your care and help around the home is done by the same dedicated and consistent team of care staff, who know you and your preferences. This includes help with personal care, transport to appointments, shopping, vacuuming and doing your laundry.

	Hourly rate	Minimum charge (for half hour booking)*
<b>Monday – Friday (6am - 8pm)</b>	\$78	\$54.60
<b>Monday – Friday (8pm - 6am)</b>	\$100.85	\$70.60
<b>Saturday</b>	\$117	\$81.90
<b>Sunday</b>	\$156	\$109.20
<b>Public holiday</b>	\$195	\$136.50

\* For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

## Support and telehealth services

HammondCare offers free 24/7 telephone support at 1800 826 166. HammondCare also offers clinical telehealth support, providing clinical support over the phone. This service is charged at the following rates:

	Telehealth clinical hourly rate*
<b>Monday – Friday (9am - 5pm)</b>	\$93.75

\*For telehealth services, there is a minimum charge per hour.

## Nursing care

Our expert team of registered nurses are a friendly face who will regularly visit you at home. Their specialist aged care experience means that you will receive the best possible clinical care in the comfort of your own home. This care can include certain medical tests, including blood pressure, wound care and management, and other assessments.

	Hourly rate*
<b>Monday – Friday (6am - 8pm)</b>	\$125
<b>Monday – Friday (8pm - 6am)</b>	\$161.63
<b>Saturday</b>	\$187.50
<b>Sunday</b>	\$250
<b>Public holiday</b>	\$312.50

Note: Above amounts do not include GST. Standard 10% GST applies to brokered services only.

\*For nursing care services, there is a minimum charge per hour.

## In-home respite

In-home respite provides short-term care in your own home. Carers can take a break from their caring role, knowing that the person that they care for is being well looked after by a trusted member of your care team.

	Hourly rate*	Minimum charge (for half hour booking)**
<b>Monday – Friday (6am - 8pm)</b>	\$78	\$54.60
<b>Monday – Friday (8pm - 6am)</b>	\$100.85	\$70.60
<b>Saturday</b>	\$117	\$81.90
<b>Sunday</b>	\$156	\$109.20
<b>Public holiday</b>	\$195	\$136.50

\* These hourly costs relate to Home Care Package clients only and does not apply under the CHSP program.

\*\* For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

## Care management

HammondCare is committed to providing clients with the highest quality care for people with complex care needs including living with dementia. We provide a dedicated Care Manager and specialist care management support to assist you in navigating all aspects of your home care. This includes:

- Completing care plan assessments, reviews and adjustments in the comfort of your home;
- Assisting you in accessing available services and funding in addition to your package budget;
- Discussing and coordinating with you, your carers and doctor to help manage your health at home;
- A dedicated phone support team you can call 24/7, to assist with your aged care questions;
- Helping you continue the activities you enjoy by developing practical support plans;
- Visiting and contacting you regularly, to discuss if your care is meeting your needs;
- Coordinating your dedicated team of trained care workers.

Your HammondCare Care Manager ensures your home care is always at the highest quality, reducing stress or worry for you, your family or friends.

### Care management fees (fully managed by provider)

Care management fees (Inclusive of Government subsidy only)* Cost per fortnight			
1 Basic**	2 Low-level**	3 Intermediate**	4 High-level**
\$78.82	\$138.60	\$301.56	\$457.10

\* Fees are subject to change based on individual circumstances.  
Disclosed charges are based on Government subsidy only.

\*\* There are four levels of Home Care Packages, which are based on each individual's assessed needs.

## 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 and compliance and quality assurance activities required for Home Care Packages.

You receive consistent and professional care from highly-trained staff who are based in your local area. It means that we can respond quickly, professionally and sensitively to people's changing care needs when it really matters.

HammondCare does not charge a joining fee or a one-off assessment fee. Our charges are transparent and upfront. Clients can access additional management as their needs increase without incurring more charges.

### Package management cost per fortnight

Package management fees (Inclusive of Government subsidy only)* Cost per fortnight			
1 Basic	2 Low-level	3 Intermediate	4 High-level
\$59.08	\$103.88	\$226.24	\$342.86

\* Fees are subject to change based on individual circumstances.  
Disclosed charges are based on Government subsidy only.

## Basic daily fee

This is a fee that a client may pay to the provider that adds to the funding available in their Package. The Government sets the maximum amount a provider can charge, which is currently **\$12.53 per day** for Level 4 clients. See full details outlined below:

		Home Care Package level			
		1 Basic	2 Low-level	3 Intermediate	4 High-level
<b>Basic daily fee paid by you</b>	<b>Per day</b>	\$3.37	\$7.12	\$12.20	\$12.53
<b>Basic daily fee paid by you</b>	<b>Per fortnight</b>	\$47.18	\$99.68	\$170.80	\$175.42

## Home Care Package funding

A Home Care Package (HCP) is a Government-subsidised program for older people with more complex care needs above what CHSP can provide. The costs below usually come directly from your package subsidy.

		Home Care Package level			
		1 Basic	2 Low-level	3 Intermediate	4 High-level
<b>Home Care Package funding</b>	<b>Per fortnight</b>	\$393.96	\$692.86	\$1,507.80	\$2,285.78
<b>Home Care Package funding</b>	<b>Annual</b>	\$10,271.10	\$18,063.85	\$39,310.50	\$59,593.55

Note: Clients may be required to make a contribution to the cost of their care by paying an Australian Government Income Tested Care Fee and/or Basic Daily Fee. The Home Care Package funding amounts are current as at March 2023. Further information about contributions is available on My Aged Care website.

## Free access to pastoral care

Our pastoral care team provide the gift of time and listening - supporting spiritual and emotional wellbeing - for people of all faiths and none.

For some clients, this may be to support or arrange religious activities, such as prayers or scripture reading. For others, it may simply be a chance to talk about life and to know you are not alone when facing tough times.

Our trained team provide these services, when requested, without cost to Home Care Package, Commonwealth Home Support Programme and private care clients. Speak to your Care Manager to find out more.

# Home Care Package hours

How many hours of care could you receive within your Home Care Package budget?

Below is an estimation of the maximum hours that you can receive as part of your Home Care Package budget if all that you choose is care delivery. These hours may be reduced to include any products, services or exclusive client benefits that you choose to build into your Package.

	Home Care Package level			
	1 Basic	2 Low-level	3 Intermediate	4 High-level
<b>Maximum Home Care Package hours (inclusive of the full basic daily fee)</b>				
<b>Estimation of maximum hours per fortnight*</b>	2	4	12	18
<b>Maximum Home Care Package hours (with dementia supplement)</b>				
<b>Estimation of maximum hours per fortnight*</b>	2	4	12	18
<b>Maximum Home Care Package hours (inclusive of the full basic daily fee and dementia supplement)</b>				
<b>Estimation of maximum hours per fortnight*</b>	2	6	16	20

\*Estimation based on a base travel average of 7km per visit and the assumption all available funding is used for care hours and travel, and not for purchase of items.

## Other charges

<b>Travel from base Km</b>	<p>HammondCare is committed to providing home care services to everyone who needs them, including people who live outside large towns or cities. Our staff travel cost is \$1.30 per km. However, to ensure affordability for people who live a long distance from large towns, we have capped the maximum travel cost at 25km per visit, with a second cap of 250km per fortnight.</p> <p>This means that if we have to travel more than 25kms to provide your care per visit, we won't charge you anything for the distance over 25kms. We also won't charge in excess of 250kms in any one fortnight.</p>
----------------------------	--



# Commonwealth Home Support Programme (CHSP) services

The Commonwealth Home Support Programme (CHSP) is a Government subsidised programme that supports older people who are still managing well at home but need an extra helping hand with everyday tasks that require low-level support. It also provides in-home and overnight respite services to give carers a break from their caring role.

## Care services

	Hourly rate*
<b>Monday – Friday (6am - 8pm)</b>	\$14.20
<b>Monday – Friday (8pm - 6am) Weekend &amp; public holidays</b>	\$21.30

\* For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

Note: Above amounts do not include GST. Standard 10% GST applies to brokered services only.

## In-home overnight respite

	Fee per night
<b>Monday – Sunday</b>	\$60.72

## Cottage respite

	Standard fee	Non-subsidised fee
<b>Monday – Sunday</b>	\$60.72	\$691.20

## Social club

	Daily fee	Non-subsidised fee
<b>Monday – Friday</b>	\$21.12	\$158.40

# Private care services

Private care is designed to provide tailored support for older people and people living with dementia. The service can be provided seven days a week on an ongoing or short-term basis, including evenings if required. Private care also provides clients with the opportunity to receive care above and beyond what can be provided through a Government subsidised service.

## Care services

	Mon – Fri (6am - 8pm)	Mon – Fri (8pm - 6am)	Saturday	Sunday	Public holiday
<b>Hourly rate</b>	\$95	\$113.20	\$142.50	\$190	\$237.50
<b>Minimum charge (for half hour booking)*</b>	\$66.50	\$79.24	\$99.75	\$133	\$166.25

\* For bookings greater than 30 minutes, the charge is based on the pro-rata hourly rate.

## Clinical services

	Mon – Fri (6am - 8pm)	Mon – Fri (8pm - 6am)	Saturday	Sunday	Public holiday
<b>Hourly rate</b>	\$125	\$161.63	\$187.50	\$250	\$312.50

## Sleepover

	Mon – Fri	Saturday	Sunday	Public holiday
<b>6pm - 6am</b>	\$323.46	\$485.19	\$646.92	\$808.65

## 24 hour care

	Mon – Fri	Saturday	Sunday	Public holiday
<b>Fixed rate for day visit commenced</b>	\$914.45	\$1,371.68	\$1,828.91	\$2,286.14

## Cottage respite

	Mon – Fri	Saturday	Sunday	Public holiday
<b>Overnight respite</b>	\$691.20	\$691.20	\$691.20	\$691.20

## Social club

	Monday – Friday
<b>Attendance (incl. bus transport)</b>	\$158.40

Note: An additional travel fee will be charged at \$1.30 per km each visit. We have capped the maximum travel cost at 25km per visit, with a second cap of 250kms per fortnight. An additional travel fee of \$1.30 per km is chargeable for any transport provided outside of the clients home during each visit. For example: hospital visits.