

A guide to fees and charges

For advice about how to access quality
home care call us on 1800 826 166

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as at July 2019

HammondCare has been caring for Australians for over 85 years and is recognised as a world class provider of dementia and frail aged care.

We specialise in supporting people with complex care needs and 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.

Care and support services

Clients tell us that it's important that they know the people coming into their home. We've listened to this feedback, which 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, reminding you to take your medication, vacuuming and doing your laundry.

	Hourly rate	Minimum charge (for half hour booking)*
Monday – Friday (6am - 8pm)	\$57.30	\$40.10
Monday – Friday (8pm - 6am)	\$74.10	\$51.90
Saturday	\$80.35	\$56.25
Sunday	\$91.95	\$64.40
Public Holiday	\$114.55	\$80.20

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

Nursing care

Our consistent 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	Minimum charge (for half hour booking)*
Monday – Friday (6am - 8pm)	\$85.00	\$59.50
Monday – Friday (8pm - 6am)	\$109.95	\$77.00
Saturday	\$119.20	\$83.45
Sunday	\$136.40	\$95.50
Public Holiday	\$169.90	\$118.95

* 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 Respite

In-Home Respite provides short-term care in your own home so that carers can have 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)*
Monday – Friday (6am - 8pm)	\$57.30	\$40.10
Monday – Friday (8pm - 6am)	\$74.10	\$51.90
Saturday	\$80.35	\$56.25
Sunday	\$91.95	\$64.40
Public Holiday	\$114.55	\$80.20

* 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 or 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, including access to 24/7 nursing support for safety and peace of mind;
- 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**
\$59.13	\$104.04	\$226.41	\$343.21

* 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; managing your Package funds; 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
\$33.79	\$59.45	\$129.38	\$196.12

* 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 each client pays 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 \$10.54 per day for Level 4 clients.

Approximate Home Care Package amount

		Home Care Package level			
		1 Basic	2 Low-level	3 Intermediate	4 High-level
Home Care Package funding	Annual	\$8,785.55	\$15,457.75	\$33,638.40	\$50,990.50
Home Care Package funding	Per fortnight	\$337.91	\$594.53	\$1,293.78	\$1,961.17
Basic Daily Fee paid by you	Per fortnight	\$40.45	\$85.60	\$146.72	\$150.50

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 20 March 2020. Further information about contributions is available on My Aged Care website.

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
Maximum Home Care Package hours (inclusive of the full Basic Daily Fee)				
Estimation of maximum hours per fortnight*	4	8	17	25
Maximum Home Care Package hours (with Dementia Supplement)				
Estimation of maximum hours per fortnight*	4	8	17	26
Maximum Home Care Package hours (inclusive of the full Basic Daily Fee and Dementia Supplement)				
Estimation of maximum hours per fortnight*	5	9	18	27

*This assumes all available funding is used for care hours and not for purchasing of items or travel.

Other charges

Travel	<p>HammondCare is committed to providing home care services to everyone who needs them, including people who live outside large towns. Our staff travel cost is \$1.20 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>
Exit fee	<p>If you decide to move to another provider no exit fee will be deducted. HammondCare will only deduct an exit fee from your leftover Package funds when you no longer need your Home Care Package (e.g. if you move into a residential care home). You do not need to pay anything from your personal finances – it is deducted from the Government Home Care Package funding.</p>
Procurement	<p>If you require HammondCare to source goods on your behalf, we will charge 5% of the item value.</p> <p>The maximum procurement charge is capped at \$500 in total, so will not charge you anything over this amount. For example, if we purchase a Hospital bed for \$12,000, we will only charge you \$500 in total, not \$600 which is 5%.</p>

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

	Hourly rate	Minimum charge (for half hour booking)*
Monday – Friday (6am - 8pm)	\$57.30	\$40.10
Monday – Friday (8pm - 6am)	\$74.10	\$51.90
Saturday	\$80.35	\$56.25
Sunday	\$91.95	\$64.40
Public Holiday	\$114.55	\$80.20

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

Clinical services

	Hourly rate	Minimum charge (for half hour booking)*
Monday – Friday (6am - 8pm)	\$85.00	\$59.50
Monday – Friday (8pm - 6am)	\$109.95	\$77.00
Saturday	\$119.20	\$83.45
Sunday	\$136.40	\$95.50
Public Holiday	\$169.90	\$118.95

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

Sleepover

	9pm to 7am
Monday – Friday (6am - 8pm)	\$249
Monday – Friday (8pm - 6am)	\$249
Saturday	\$336
Sunday	\$348
Public Holiday	\$460

24 Hour Care

	Fixed Rate for day visit commenced
Monday – Friday (6am - 8pm)	\$704
Monday – Friday (8pm - 6am)	\$704
Saturday	\$950
Sunday	\$1,127
Public Holiday	\$1,408

Cottage Respite

	Overnight Respite
Monday – Friday	\$540
Saturday	\$540
Sunday	\$540
Public Holiday	\$540

Social Club

	Social Club attendance (including bus transport)
Monday – Friday	\$119

Note: An additional travel fee will be charged at \$1.20 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 \$1.20 per km is chargeable for any transport provided outside of the clients home during each visit. For example: hospital visits.