

Home Care Packages – Supports Available and Scheduled Fees

Farris Care Services offers the supply and delivery of various care supports and provides options for service management of Aged Care Service consumers.

HOME CARE PACKAGES – Management Options

We can fully manage your Home Care Package service delivery.

Home Care Package Levels

Home care packages are allocated to consumers based on their assessed care needs by the Aged Care Assessment Team. Your care needs may change over time. The levels are as follows:

- **Level one – Basic care needs.** Support for day-to-day activities like gardening, housework, and meal preparation.
- **Level two – Low level care needs.** Includes services like personal care, transport, shopping, podiatry, and exercise classes.
- **Level three – Intermediate care needs.** Includes medication and treatment support, social outings, transport, allied health therapies, home modifications.
- **Level four – High level care needs.** Includes more hours, possibly visiting the client every day, suited to those with chronic health conditions.

Basic Daily Fee (As of 1 July 2023)

Providers can ask aged care consumers to pay the basic daily fee. Farris Care Services does not require its consumers to pay this fee, but consumers can opt in to pay this daily fee to increase their available funds to obtain more services to support them.

This basic daily fee can be paid by the consumer, and is not part of their HCP package funds.

The nominal amount for the daily fee is set by the Australian Government at:

- Level one – the maximum fee is 15.68 percent of the single person rate of the basic age pension. (\$11.22 per day)
- Level two – the maximum fee is 16.58 percent of the single person rate of the basic age pension. (\$11.87 per day)
- Level three – the maximum fee is 17.05 percent of the single person rate of the basic age pension. (\$12.20 per day)
- Level four – the maximum fee is 17.50 percent of the single person rate of the basic age pension. (\$12.53 per day)

The basic daily fee will be added to the government subsidy to increase the funds available to you in your Home Care Package budget. If your provider does not charge this fee, you will have less funds available in your budget to pay for your care. So, you should consider your care needs when choosing a provider to decide if paying the basic daily fee is better for you.

Farris Care Services suggests if needed, that Aged Care consumers pay the daily fee to improve the overall package of services that can be delivered to them.

Care Management Fee

Care management is an important service that includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. Every Home Care Package, including those being self-managed will require some level of care management. Care planning and delivery (service coordination and rostering). The basic daily fee Care Management Fee covers, but is not limited to, all costs associated with: -

1. **Assessment and Planning:**
 - Conducting comprehensive assessments of the individual's physical, mental, and social needs.
 - Developing personalized care plans based on the assessment, outlining specific goals and interventions.
2. **Coordination of Services:**
 - Coordinating and facilitating access to various support services, including healthcare, community services, and social activities.
 - Collaborating with healthcare professionals, community organizations, and family members to ensure a holistic approach to care.
3. **Advocacy:**
 - Advocating on behalf of the elderly individual to ensure their preferences, rights, and choices are respected.
 - Assisting in navigating the complex healthcare and aged care system.
4. **Monitoring and Review:**
 - Regularly reviewing the individual's care plan and adjusting it as needed based on changing circumstances.
 - Monitoring the individual's health and well-being to identify any emerging issues or changes in needs.
5. **Information and Education:**
 - Providing information and education to the elderly person and their family about available services, entitlements, and options for care.
 - Promoting awareness of health and wellness practices.
6. **Emotional and Social Support:**
 - Offering emotional support and companionship to combat social isolation.
 - Facilitating participation in social activities and community engagement.
7. **Transition Support:**
 - Assisting with transitions between different levels of care, such as from home care to residential aged care.
 - Supporting individuals and their families during periods of change.

It's important to note that the specifics of care management services may vary based on the individual's needs, the type of care required, and the available resources.

Package Management Fee

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:

1. **Government Subsidies:**
 - Understanding and managing government subsidies and financial assistance available for aged care services, such as the Aged Care Subsidy (ACS) or Home Care Packages.
2. **Fee Structures:**
 - Navigating the various fee structures associated with aged care, including accommodation fees, care fees, and additional service fees.
3. **Financial Planning:**
 - Assisting individuals in planning for their aged care expenses, considering both short-term and long-term financial needs.
4. **Package Allocation:**
 - Managing the allocation of funds within aged care packages to cover specific services and support required by the individual.
5. **Record-keeping and Reporting:**
 - Maintaining accurate financial records related to aged care expenses and subsidies.
 - Providing monthly reports to individuals to ensure transparency and compliance.
6. **Financial Counselling:**
 - Offering financial counselling and guidance to individuals and their families to help them make informed decisions about their aged care financial arrangements.
7. **Compliance and Regulations:**
 - Ensuring compliance with relevant financial regulations and aged care policies in the management of financial packages.
8. **Coordination with Service Providers:**
 - Collaborating with aged care service providers to ensure proper financial transactions and billing processes.

Farris Care Services – Fully Managed Aged Care Consumer’s Fees

Package Level	Needs Description	Daily Gov’t Subsidy	Annual Gov’t Subsidy	Gov’t Subsidy Per fortnight	Care Mgt Fee	Package Mgt Fee	Total Fees Per fortnight
1	Basic care needs	\$28.14	\$10,271.10	\$395.04	\$59.22 \$4.23/day	\$41.44 \$2.96/day	\$100.66 \$8.47/day
2	Low-level care needs	\$49.49	\$18,063.85	\$694.76	\$104.16 \$7.44/day	\$72.94 \$5.21/day	\$177.10 \$15.49/day
3	Intermediate care needs	\$107.70	\$39,310.50	\$1,511.94	\$226.80 \$16.20/day	\$158.75 \$11.34/day	\$385.55 \$27.54/day
4	High-level care needs	\$163.27	\$59,593.55	\$2,292.06	\$343.84 \$24.56/day	\$240.66 \$17.19/day	\$584.50 \$41.75/day

Range of Services Provided under Home Care Packages¹

The services that can be provided by Farris Care Services as part of a Home Care Package include²:

Specified Inclusions

This guidance is outlined in the Aged Care Commission's *Quality of Care Principles 2014*. The inclusions have been extracted below:

Care services

Service inclusions	Content
Personal services	<p>Personal assistance, including individual attention, supervision and physical assistance, with:</p> <ul style="list-style-type: none"> Bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids Toileting Mobility Transfer (including in and out of bed).
Activities of daily living	<p>Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance using the telephone.</p>
Nutrition, hydration, meal preparation and diet	<p>Includes:</p> <ul style="list-style-type: none"> Assistance with preparing meals Assistance with special diet for health, religious, cultural or other reasons Assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary Providing enteral feeding formula and equipment.
Management of skin integrity	<p>Includes providing bandages, dressings, and skin emollients.</p>
Continence management	<p>Includes:</p> <ul style="list-style-type: none"> Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas Assistance in using continence aids and appliances and managing continence.

¹ Department of Health 2017 *Home Care Packages Program Guidelines*

² Schedule 4 to the *Quality of Care Principles 1997*

Service inclusions	Content
Mobility and dexterity	<p>Includes:</p> <ul style="list-style-type: none"> • Providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs • Providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses • Assistance in using the above aids.

Support services

Service inclusions	Content
Support services	<p>Includes:</p> <ul style="list-style-type: none"> • Cleaning • Personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing • Arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed • Light gardening • Medication management • Rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need • Emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate • Support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support • Providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it • Transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities • Respite care • Home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security, such as cleaning gutters • Modifications to the home, such as easy access taps, shower hose or bath rails • Assisting the care recipient, and the homeowner if the homeowner is not the care recipient, to access technical advice on major home modifications • Advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks

Service inclusions	Content
	<ul style="list-style-type: none"> • Arranging social activities and providing or co-ordinating transport to social functions, entertainment activities and other out of home services • Assistance to access support services to maintain personal affairs.
Leisure, interests and activities	Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.
Care management	Includes ongoing assessment and planning undertaken on at least a monthly basis to ensure that the care recipient receives the care and services they need. This includes: <ul style="list-style-type: none"> • regularly assessing the care recipient's needs, goals and preferences • reviewing the care recipient's home care agreement and care plan • ensuring the care recipient's care and services are aligned with other supports • partnering with the care recipient and the care recipient's representatives about the care recipient's care and services • ensuring that the care recipient's care and services are culturally safe • identifying and addressing risks to the care recipient's safety, health and wellbeing.

Clinical services

Service inclusions	Content
Clinical care	Includes: <ul style="list-style-type: none"> • Nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services • Other clinical services such as hearing and vision services.
Access to other health and related services	Includes referral to health practitioners or other related service providers.

The *Quality of Care Principles 2014* have also established a number of services that must not be included in the package. These are always excluded; even if they may advance the care recipient's assessed care needs and care goals, they are not aligned to the intent and scope of the HCP Program. Specified exclusions are listed in detail below:

Specified Exclusions

The following items **must not** be included in a package of care and services under the HCP Program.

Exclusions	Examples
Services, goods or supports that people are expected to cover out of their general income throughout their life regardless of age	<ul style="list-style-type: none"> • General home services that were never, or are generally not completed independently prior to age-related functional decline, including home

Exclusions	Examples
	<p>repairs/maintenance/specialist cleaning performed by a tradesperson or other licensed professional</p> <ul style="list-style-type: none"> • Food (except as part of enteral feeding requirements or items listed under food for special medical purposes as per the Australia New Zealand Food Standards Code – Standard 2.9.5). Further information on food is below under Meal services • Home insurance • Rates • Water, sewage, gas and electricity costs • Private transport related costs including vehicle registration, vehicle repairs, vehicle insurance and petrol • Local transit costs of public bus, ferry or train fares • Funeral plans / insurance costs • Pet care and associated costs such as pet food; registration; taxidermy, cremation • Internet and telephone costs, exceptions include: <ul style="list-style-type: none"> ○ Care recipients who are homeless or at risk of homelessness (as identified in a care recipient’s ACAT assessment) can use HCP funds for the ongoing monthly charges to ensure connection with service providers ○ Care recipients who require the internet or landline to support delivery of medication management, remote monitoring service or delivery of an included service on the phone can use HCP funds to set-up telecommunications connections (e.g., to get internet connected) • Beauty therapy (e.g., manicures) and hairdressing • Cost of entertainment activities, such as club memberships and tickets to sporting events • Travel and accommodation for holidays • Supplies to participate in any activity, e.g. gardening or craft • Using HCP funds to pay for solicitors or accountants for maintaining care recipients’ personal affairs • Funeral costs and funeral plans • Gym or pool memberships/access costs when not prescribed for aged-related functional decline and monitored by health professional operating within their scope of practice
Accommodation costs	<ul style="list-style-type: none"> • Assistance with home purchase • Mortgage payments • Rent

Exclusions	Examples
	<ul style="list-style-type: none"> • Permanent residential care (subsidised or private) and residential respite (subsidised) • Heating and cooling costs (installation and repairs) • Whitegoods and electrical appliances (except items designed specifically for frailty such as a tipping kettle) • Household furniture and furnishings: <ul style="list-style-type: none"> ○ lounge suites and recliners which do not support a care recipient's mobility, dexterity and functional care needs and goals ○ Other general household furniture such as coffee tables, wardrobes, and bookshelves. ○ Massage chairs when not prescribed by treating medical practitioner and/or allied health professional ○ General mattress and frame for bed (exceptions for pressure relieving mattress or mattress/frame for an electrical adjustable bed or hospital bed) • Replacement/maintenance/servicing/cleaning of: <ul style="list-style-type: none"> ○ Water tanks ○ Solar panels ○ Fencing ○ Roofs ○ Heating and cooling or hot water systems ○ Swimming pools • Home modifications or capital items that are not related to the care recipient's ageing-related care needs, for example: <ul style="list-style-type: none"> ○ Windows, roofs, pergolas, sunrooms, decking ○ Home modifications that don't support ageing safely e.g., non-accessible bathroom and kitchen modifications; non-standard fittings in accessible bathroom modifications (e.g., mosaic tiles) ○ Home modifications requiring development applications ○ Aesthetic modifications of any kind ○ Repainting the home ○ Major plumbing ○ Emptying of septic tank; remedying sewage surcharge (matter for water company/insurer) ○ Major electrical work, e.g., rewiring house ○ Replacement of entire floor and floor coverings throughout the home unless safe passage for mobility equipment required or slip hazard reduction required, as recommended by a health professional for care recipients at risk of falls

Exclusions	Examples
	<ul style="list-style-type: none"> ○ Replacement of foundation e.g., concrete/cement slab ○ Significant changes to the floorplan of the home, such as adding a new bathroom or extension <p>Extensive gardening services such as:</p> <ul style="list-style-type: none"> ● Planting and maintaining crops, natives and ornamental plants ● The installation and/or maintenance of raised garden beds ● Compost heaps ● Watering systems ● Water features and rock gardens ● Landscaping ● Tree removal ● Removal of garden beds ● Removal of shrubbery (unless preventing safe access and egress)
Payment of home care fees	<ul style="list-style-type: none"> ● Defined at section 52D of the <i>Aged Care Act 1997</i> ● Includes income tested care fees, basic daily fees and additional fees
Payment of fees or charges for care or services funded or jointly funded by the Australian Government	<ul style="list-style-type: none"> ● Co-payments for state/territory government funded programs, such as subsidised taxi vouchers and/or aids and equipment schemes ● Dentures, dentistry and dental surgery ● Prescription glasses or contact lenses ● Prostheses (e.g., artificial limb) ● Spectacles ● Hearing aids available under the Hearing Services Program. Contact the Hearing Service Program (HSP) for guidance on hearing aid replacement and delegate approval for non-standard hearing aids. Exception if care recipient is not a pension concession card holder as HCP may cover like for like of typical hearing aid covered by HSP in this case only. ● Continence aids if a participant in the CAPS program ● Diagnostic imaging ● Natural therapies, including: <ul style="list-style-type: none"> ○ Alexander technique ○ Aromatherapy ○ Bowen therapy ○ Buteyko ○ Feldenkrais ○ Homeopathy ○ Iridology ○ Kinesiology

Exclusions	Examples
	<ul style="list-style-type: none"> ○ Naturopathy ○ Pilates (except sessions supervised by an exercise physiologist or physiotherapist) ○ Reflexology ○ Rolfing ○ Shiatsu ○ Tai chi (except sessions supervised by a Chinese Medicine Practitioner, exercise physiologist or physiotherapist) ○ Western herbalism ○ Yoga (except sessions supervised by an exercise physiologist or physiotherapist) ● Payment for informal care – a Carer’s Payments is available to fund the support of family and friends ● Section 16.1 of the HCP Program Manual specifies more information about what ageing related programs can and cannot be accessed while receiving a HCP.
<p>Payment for services and items covered by the Medicare Benefits Schedule (MBS) or the Pharmaceutical Benefits Scheme (PBS) (or items that should be considered for funding through these schemes)</p>	<ul style="list-style-type: none"> ● Co-payments or gap fees, including for services covered by private health insurance ○ Medications, vitamins and supplements (as well as items not covered by the PBS such as off-indication prescriptions, medicines not endorsed for listing by the Pharmaceutical Benefits Advisory Committee (PBAC) or medicines where the manufacturer has chosen not to list the product on the PBS) ○ Consultation/tests/surgery with medical practitioner (GPs and specialists) <ul style="list-style-type: none"> ○ The only exception to this is a private appointment (i.e. not covered by MBS) with a GP to meet evidence requirements for the dementia and cognition supplement and oxygen and enteral feeding supplements ● Hospital costs ● Ambulance cover ● Private health insurance premiums
<p>Provision of cash debit cards or like payments to care recipients for any purpose</p>	<ul style="list-style-type: none"> ● Debit cards (unless the provider has rigorous systems in place to vet every payment and keep on file all receipts in accordance with the <i>Records Principles 2014</i>. Debit cards may pose issues for GST credits. Consult with the ATO for more information). ● Cash payments or gift vouchers/cards, including online vouchers and coupons ● Transfer of subsidy into care recipient or their family’s personal/business bank account without rigorous acquittal by provider of funds against receipts matched to the Home Care Agreement, care plan and individualised budget in accordance with the <i>Records Principles 2014</i>.

*The government subsidy for a Home Care Package can be used to pay for the preparation and delivery of meals through the home care provider, a NDIS service provider or by a private service provider. The Participant is expected to cover or contribute towards the cost of food. The amount of the contribution or fee may be negotiated between the home care provider, the meals service provider, and the Participant.

D. Farris Care Services - Support Services for Aged Care and Fee Schedules:

Personal Care Service	Price per hour
Weekdays 6:00am to 7:59pm	\$72.00
Weekday Evening 8:00pm to 11:59pm	\$78.00
Weeknights 12:00am to 5:59am	\$82.00
Saturday	\$102.00
Sunday	\$130.00
Public Holidays	\$160.00
Travel	\$1.30 per klm
Service Exit Fee	No Exit Fee

Private Nursing

Nursing (Division 1 Nurse)	Price per hour
Weekdays 6:00am to 7:59pm	\$120.00
Weekday Evening 8:00pm to 11:59am	\$130.00
Weekday Nights 12:00am to 5:59am	\$143.30
Saturday	\$146.85
Sunday	\$168.85
Public Holidays	\$190.85
Individual Assessment By A Nurse	\$143.30
Travel	\$1.30 per klm

List of recognized Victorian Public Holidays:

- New Year's Day
- Labour Day (Vic)
- Saturday before Easter Sunday
- Easter Monday
- Friday before AFL Grand Final
- Australia Day
- Good Friday
- Easter Sunday
- ANZAC Day
- Melbourne Cup Day
- Christmas Day
- Boxing Day
- King's Birthday

Overnight Personal Care

Service	Price per hour
Overnight Personal Care – Active Weekday Nights 12:00am to 5:59am	\$82.00
Overnight Personal Care – Inactive 12:00am to 5:59am Sleepover with up to 2 hr of wakeups covered	\$302.80 (fixed for shift)

Home Maintenance Services

Service	Price per hour
Home cleaning (Weekdays)	\$70.00
Home cleaning (Evenings)	\$75.00
Home cleaning (Saturday)	\$85.00
Home cleaning (Sundays)	\$95.00
Home cleaning (Public holidays)	\$105.00
Light gardening (Weekdays)	\$70.00
Light gardening (Saturdays)	\$85.00
Light gardening (Sundays)	\$95.00
Light gardening (Public holidays)	\$105.00

Allied Health Services

Service	Price per hour
Exercise Physiology	\$166.99
Assessment Recommendation Therapy And/or Training - Physiotherapy	\$193.99
Assessment Recommendation Therapy And/or Training – Other Therapy (Occupational Therapy)	\$193.99

External Providers Services (Not Farris Care Services team)	As invoiced from provider.
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