

Home Care Package Price List – Victoria



As at 1 August 2023

For almost 130 years, Silverchain has enabled thousands of Australians to live independently in their own homes.

From essential services to caring for more complex conditions, we have skilled people on hand to look after you at every stage of your journey.

This Price List provides information on the common services you can access and the fees and charges that apply to your Home Care Package (HCP). These costs will be deducted from your overall package budget.

There are many other services you can access through a HCP that are not listed below. This may include home modifications, aids, or equipment which form part of your Care Plan. For more information, please contact us on **1300 650 803**.

Care management

Care management is an important service that includes coordinating care and services that help you deliver on the goals you identified in your Care Plan. Every package, including those being self-managed, require some level of care management. It is a mandatory service for everyone with a HCP. It includes:

- Silverchain's own ongoing assessment of your needs, goals, and preferences
- reviewing your Home Care Agreement and Care Plan
- ensuring your care and services are aligned with other supports
- partnering with you and your representative on your care provision
- ensuring that your care and services are culturally safe and appropriate
- identifying and addressing risks to your safety, health, and wellbeing.

| Care management fees | Duration | Level 1 | Level 2 | Level 3 | Level 4 |
|------------------------|---------------|---------|---------|---------|---------|
| Managed by Silverchain | Per fortnight | \$75 | \$132 | \$286 | \$435 |
| Managed by you | Per fortnight | \$39 | \$73 | \$157 | \$218 |

No exit fees apply to our services.

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Package management

Package management covers the cost of activities that Silverchain is required to undertake to ensure the smooth delivery and management of HCPs, such as:

- establishing and managing home care budgets
- preparing invoices and monthly statements, submitting claims to Services Australia, and financial reporting
- coordinating services and organising third party services
- arranging equipment (such as mobility aids) and allowable home modifications (like bath rails)
- maintaining and updating income tested care fee and basic daily fee payments
- organising a suitable care team to provide your services (eg organising police checks, immunisation checks, and ongoing education)
- conducting quality improvement, compliance, and assurance activities.

| Package management fees | Duration | Level 1 | Level 2 | Level 3 | Level 4 |
|-------------------------|---------------|---------|---------|---------|---------|
| Package management | Per fortnight | \$55 | \$97 | \$212 | \$320 |

Common services

| Services | Duration | Weekday (6.00am to 8.00pm) | Weeknight (8.00pm to 6.00am) | Saturday | Sunday | Public holiday |
|--|----------|--------------------------------|------------------------------|----------|--------|----------------|
| Domestic assistance | 1 hour | \$76 | \$82 | \$101 | \$126 | \$151 |
| Personal care, in-home respite, social support | 1 hour | \$78 | \$84 | \$103 | \$130 | \$155 |
| Light gardening* | 1 hour | Min: \$80 Max: \$110 | * | * | * | * |
| Nursing | 1 hour | \$135 | \$146 | \$175 | \$195 | \$254 |
| Allied health* | 1 hour | Please contact us for a quote. | | | | |
| Travel during your service* | * | \$1.45 | * | * | * | * |

The minimum service charge is indicated in the table above and will be billed in 15 minute blocks thereafter.

* We do not generally provide these services outside of weekdays. If you require these services outside of weekdays, please contact us for a quote.

Cancellation services

We understand plans change. If you need to cancel your service please give us 24 hours' notice. Otherwise a cancellation charge may apply.

External providers

We will engage external providers on your behalf if required and where the provider meets our standards. We will discuss, confirm the cost for the services and equipment, and confirm your approval prior to purchase or delivery.