



Fee Policy Home Care Package

Position Statement

Help on Wheels is Home Care Package (HCP) approved provider provides services for its clients who are approved and have packages available.

This policy is guided by the principles of transparency, fairness, hardship, transparency, reporting and sustainability, and according the standards of AGED CARE ACT 1997, Home Care Operations Manual and Quality of Care Principles 2014.

SCOPE

The policy must always be implemented together with Help on Wheels Financial Management policy, with special attention on fraud prevention and audit. This policy applies to the whole Home Care Packages.

Home Care Services Fees

Help on Wheels information about service Delivery and pricing

The service recipient/clients are expected to pay a Basic Care Fee. This is paid out of pocket. Special consider is available when considering that some people may experiencing social or financial hardship or other personal circumstances.

Approx. Home Care Package Funding (HCPF)		Level 1	Level 2	Level 3	Level 4
HCPFunding	Annual	\$8,750	\$15,550	\$34,000	\$51,500
HCP Funding	Fortnight	\$335	\$595	\$1,305	\$1,980
Basic Care Fee paid by you/client	Fortnight	\$9.63	\$10.19	\$10.48	\$10.75

Note: it is expected everyone taking a Home Care Package, may need to contribute towards the cost of their care if the package does not covert.



Care management

Care management is an important service that include 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

Approach to Care management

Help on Wheels deliver Home Care packages(HCP) that offer appropriate support services delivered by a Consumer Directed Care (CDC) approach. Under a CDC approach you will determine the level of involvement you would like to have in managing your package We work with you to identify goals & needs & design the best ways to deliver your care & services.

Approx. Home Care Package Funding (HCPF)		Level 1	Level 2	Level 3	Level 4
Fully managed by Provider	Per Fortnight	\$48	\$105	\$170	\$239
Fully managed by Provider	Approx.no. hours per fortnight	1	2	3	4
Self-Managed by you/client	Fortnight	\$30	\$70	\$85	\$125
Self-Managed by you/client	Approx.no. hours per fortnight	1	1	1	2

Price for common Services:

Services	How the Help on Wheels delivers services	Standard hours	Non-standard hours	Saturday	Sunday	Public Holiday
Personal Care (per hour)	By the provider's staff	\$52	\$51	\$69	\$80	\$100
Nursing (per hour)	By the provider's staff	\$69	\$68	\$100	\$115	\$145
Cleaning and household task (per hour)	By the provider's staff	\$47	\$45	\$59	\$65	\$91
Light gardening (per hour)	Through other service provider	\$75	\$94	\$69	N/A	N/A
In home respite (per hour)	By the provider's staff	\$52	\$51	\$65	&92	\$143



Other costs:

Other Costs		Level 1	Level 2	Level 3	Level 4
Package Management	Per Fortnight	\$35	\$65	\$130	\$195
Maximum exit amount	Max Total	\$280			
Staff travel costs to visit you	Per km	\$1			
Separate cost when you want to receive services from a different provider such as podiatrist	Yes	You May be asked to pay for an additional amount up to 8% for any services that we coordinate for your request to receive or purchase service from a different provider			
Reimbursement Fee for Consumer	Yes	3% handling fee up to a maximum of %50 per payment			

Full Price List

URL	https://helponwheels.com.au/service/home-care-packages-hcp/
Document	HOW_HCP Fee Policy

Provider contact details

Email	admin@helponwheels.com.au
Phone no.	02 95423340/0410928269

Confidentiality

Help on Wheels will collect and store all personal information in accordance with their obligations under the Privacy Act 1988 and its amendments.

Complaints

All information collected under this Policy Must be dealt with fairly, confidentially, promptly, confidentially.

Clients are encouraged to raise any issues or any concerns with Help On Wheels directly via email, phone.