



HOME CARE SERVICES

Your home, your care, your way

Home Care Package Model

We have two options to assist you in choosing your level of support. Included in both options:

- Initial consultation with you, in your home
- Safe Home Risk Assessment of your home
- Developing your Care Plan with you
- Organising your initial care and services
- Rostering and staff allocation of services provided by Mercy Health nurses and home care workers
- An annual review of your Home Care Package
- Initial and ongoing correspondence with your GP about your care and services
- Access to Mercy Health services 7 days a week
- After hours support by our Service Coordination team - 24 hours a day, 7 days a week.

Full Support	Self-Support
<p>Our Full Support Option is based on a relationship approach. This provides you with full access to your own Care Advisor and Service Coordinator.</p> <p>Your Care Advisor and Service Coordinator will support you with your health and wellbeing goals and ensure your services are organised and integrated to meet your needs.</p> <p>Full support includes a fixed care management fee, regardless of how much care coordination and care advisory you need.</p>	<p>Our Self Support Option lets you choose, arrange and coordinate the services and supports you require, after initial set-up.</p> <p>However, if you need assistance, by all means call us, we can help. Charges apply for support and advice provided by phone, email, fax and in person.</p>
<p>Your Care Advisor and Service Coordinator will:</p> <ul style="list-style-type: none"> – consult with you about what you want – provide advice regarding service and support options – provide a point-of-contact for you and your support network – arrange all services and supports for you – support the management of your budget – monitor the quality of services provided to you – review services should your goals or needs change – ensure that your services are personalised and home care workers are matched to your preferences – ensure your Home Care Package budget does not become overspent and expenditure items are within the Home Care Package guidelines – reassess you if you have been in hospital or your care needs change – contact you regularly to make sure your needs are being met – visit you at home* <p>You will:</p> <ul style="list-style-type: none"> – inform your Service Coordinator of your leave dates – be encouraged and supported to make decisions about your care and services – no additional charges will be applied <p>*Care Advisor</p>	<p>You will:</p> <ul style="list-style-type: none"> – choose the services and supports you want – arrange and coordinate services and supports that Mercy Health does not provide – notify a Care Advisor prior to purchasing services and supports – notify your Service Coordinator within one week of arranging or cancelling services and supports. These must comply with the Home Care Package Purchases Guidelines** – monitor and manage the quality of your services delivered by Service Providers of your choice – monitor your budget via the Monthly Home Care Package statement – inform your Service Coordinator of your leave dates** <p>A Care Advisor will:</p> <ul style="list-style-type: none"> – ensure your Home Care Package budget does not become overspent and expenditure items are within the Home Care Package guidelines <p>A Care Advisor and Service Coordinator will:</p> <ul style="list-style-type: none"> – be available to provide additional support in your home*, by phone or email, charged as a fee-for-service <p>* Care Advisor only **no charges apply</p>



Mercy Health

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Why choose us?

We offer you the services and supports you need at all stages of life. We collaborate with you, ensuring you can choose how we support you according to your unique needs. Whatever you need to remain confident and independent at home and connected to your community, we can help you.

Our network of metropolitan and regional offices means we deliver services that are in the area where you live, so our staff are responsive to local needs.

Your care team

- We offer you a professional care team that meets your needs and preferences
- We keep the teams small so your care is more personalised
- We support you to decide how and when your services are arranged and delivered services for you
- We are part of your local community
- We screen our staff carefully and ensure that they complete an annual training program.

Our Services

We offer a range of personalised and flexible services to meet your needs. Our staff can assist you to build your package of care services, or you can choose your own services that include:

Getting around	Transporting and accompanying you to appointments and help with shopping, paying bills and running errands
General help around the house	Domestic assistance includes routine household tasks such as cleaning, washing, ironing and making the bed. We can also prepare or organise your meals
Staying safe and well	Assisting you with showering, dressing and grooming to help you look and feel your best. We can also help you to get in and out of bed and help you with your medication
Socialising and companionship	Spending time with friends and family is important, so we offer support to make sure you don't miss out. Whether it is going out for coffee or lunch, visiting friends or family, going to the movies, weddings and parties, we can help with anything you enjoy
Caring for your carers	We offer primary carers help with, or a short break from, their caring responsibilities. Respite care is available in your home or in the community, individually or in a group. Care can be provided as a regular planned service, or in response to an unexpected event
Staying with you overnight	Enjoy peace of mind with overnight support in your home. This might include helping you prepare for bed, being close by if you need assistance overnight and helping you get ready in the morning
Nursing	Our nursing team can support your clinical needs, including health and wellbeing assessments, medication management, wound care and pain management
Pet care	We know that pets are a much loved part of the family and great source of companionship and enjoyment. Our care team can assist you to care for your pets
Technology to help keep you safe and independent	Solutions include personal alarm monitoring with 24-hour response and devices that will detect if you have fallen Smart plugs that fit between any appliance and the wall socket to measure your everyday activities. The plugs operate 24 hours a day, and alert your family or friends if something happens to you at home
Digital skills and experiences	Staff can help you learn new skills. Learn to shop online, use your iPad or tablet, use Skype and FaceTime or access telehealth services to maintain your independence, and stay connected with your family and community
Care Advisory Service	Offer health and wellbeing assessments, information and advocacy, and referrals to other care services such as podiatry, physiotherapy, ramps or hand rails



A Guide to subsidies, fees and charges

Home Care Package Pricing Package Level	Full Support				Self-Support			
	1	2	3	4	1	2	3	4
Your monthly government subsidy excluding supplements*	\$744	\$1,309	\$2,848	\$4,317	\$744	\$1,309	\$2,848	\$4,317
Less Care Management fee*	\$126	\$223	\$484	\$734	\$60	\$105	\$228	\$345
Less Package Management Fee (14%)	\$104	\$183	\$399	\$604	\$104	\$183	\$399	\$604
= Your monthly funding to spend on services	\$513	\$903	\$1,965	\$2,979	\$580	\$1,021	\$2,221	\$3,368
Ongoing Care Advisory	All included at no extra charge				Charged as a fee for service based on what you request us to do			
Exit fee	\$510				\$510			
Ongoing service costs	Please see Schedule of Fees							

*Fee calculated as a % of your subsidy each month and will vary slightly due to the number of days in the month

Australian Government subsidy

This is the amount paid by the Government to us for your care and services. The cost of your care and services and your fees and charges are taken out of this subsidy and other money received, for example any home care supplement. The amount paid to us will be reduced by any Income Tested Fee you are assessed to pay.

Income tested fee

Depending on your income, you may be required to contribute towards your care and services. The Government determines the fee you must pay. Full pensioners are exempt from paying an income tested fee.

Home care supplements

Additional funding is available if you are eligible for any home care supplements. These include dementia and cognition, enteral feeding, oxygen, rural and remote and veterans.

Care Management Fees

Our experienced Care Management team is committed with providing and overseeing your care and services to ensure your needs and goals are met. Our Care Management includes reviewing your care plan and budget, coordinating and rostering services, providing a single point of contact for you and your family, conducting a safety check of your home, home visits, visiting you at home or in hospital to assess and plan for your changing needs, contacting you to make certain your needs are being met. Your Care Management fee changes depending on the level support that you choose.



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Package Management fees

The Package Management fee covers the cost of ongoing administration and organisational activities associated in ensuring the smooth delivery of your Home Care Package. This includes the cost of preparing your Home Care Package statements and managing your package funds, claiming and reporting through government systems, and compliance and quality activities required as determined by the Government.

Package Management and care management fees are calculated as a daily percentage of your subsidy and charged as a monthly fee. These fees are shown on your statement as a whole dollar value, and the dollar value will change depending on the number of days in the month. This is consistent with the way the Government subsidies are paid to us for your Package.

When your subsidy changes as a result of an annual indexation applied by the Government, or if it decreases when you take leave for more than 28 days in a year from your package, the fees will be increased or decreased proportionally.

If the subsidy paid decreases by 75%, your total fees will also decrease by 75%. If the subsidy paid increases by 1.5% as a result of indexation, the % calculation remains the same, but the dollar figure will increase by 1.5% in line with the subsidy.

We do not charge a fee for your initial assessment and we do not charge a basic daily fee unless you choose to contribute more to your care and services.

Exit fee

If you move to another provider, or no longer require your Home Care Package, we will deduct an exit fee from your leftover Package funds.

Procurement

Service	Rates
Services provided by Mercy Health staff	Cost of service only
Services provided by Mercy Health preferred providers	Cost of service and \$3.20 per transaction
Services provided by your choice of service provider	\$250.00* on boarding fee per provider, Cost of service and \$5.60 per transaction

*Excludes meal providers



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Schedule of Service Fees

Service	Service availability	Rates (ex GST per hour)	
Domestic Assistance	Monday – Friday 6.00AM – 8.00PM	\$54.90	
	Saturday	\$71.65	
	Sunday	\$84.65	
	Public Holiday	\$113.65	
Getting Around, Personal Care, Respite Care, Pet Care, Digital Skills and Experiences	Monday – Friday 6.00AM – 8.00PM	\$57.30	
	Monday – Friday 8.00PM – Midnight	\$69.15	
	Saturday	\$74.70	
	Sunday	\$88.30	
	Public Holiday	\$117.90	
Overnight Care 8 hrs continuous inactive care plus 1 active hour	Sunday – Thursday nights	\$288.50 per shift	
	Friday night	\$331.45 per shift	
	Saturday night	\$349.65 per shift	
	Public Holiday	\$510.95 per shift	
Nursing Care	Monday – Friday 6.00AM – 8.00PM	Enrolled Nurse	Registered Nurse
		\$79.90	\$110.00
	Saturday	\$103.70	\$143.10
	Sunday	\$119.80	\$165.00
Public Holiday	\$143.60	\$194.90	
Self-Managed Services			
In person Care Advisory support	Monday – Friday 8.30AM – 5.00PM	\$100.25	
Support, coordination and advice (via phone or email)	Monday – Friday 8.30AM – 5.00PM	\$22.95 per 15 min contact	
Support, coordination and advice (via phone or email)	Out of hours	\$27.70 per 15 min contact	

Mercy Health may vary fees annually (in July) and will provide 4 weeks' notice of fee increases in writing. Should the costs of providing service increase significantly as a result of circumstances out of Mercy Health's direct control (for example, employee Award terms and conditions), Mercy Health reserves the right to make an out of cycle fee adjustment with a minimum 4 weeks' notice provided in writing. Out of cycle increases if applied, will be directly referenced and limited to the external factor affecting costs of service provision.

All pricing valid from 1 July 2020

Phone: 1300 478 776

Email: MHCS@mercy.com.au

Web: www.home-care.mercyhealth.com.au