

## SSH Connect - Community Care Package Services

*Schedule of Fees & Charges as at 20<sup>th</sup> March 2018*

### Home Care Fees

Home Care fees are set by the Australian Government and are payable by a home care package recipient to the service provider

### Daily Care Contribution

**\$10.32 per day**

(or Basic daily care fee)

**(17.5% of the Single Age Pension as at 20 March, 2018)**

This rate increases in accordance with increased to the pension on 20<sup>th</sup> March and 20<sup>th</sup> September each year.

### Income Tested Fee

This additional fee is means tested and determined by the Department of Human Services

### SSH Connect Charges

Services	Hourly Rates (Excluding GST)				
	Mon-Frid 6am – 6:30pm	Mon-Frid 6:30pm- 6am	Sat	Sun	Public Holiday
<b>Home and Community</b> Support housework, meal preparation, medication monitoring, personal care, respite care, shopping, social support, transport	\$44	\$50	\$54	\$58	\$90
<b>Home Maintenance</b> Gardening, lawn mowing, cleaning gutters & windows, home modifications	\$44	\$50	\$54	\$58	\$90
<b>Clinical Nursing Care</b>	\$54	\$65	\$84	\$91	\$112
<b>Allied Health</b> Dietician, diversional therapy, occupational therapy, physiotherapy, podiatry, speech pathology	<b>\$70 during business hours</b> <i>Quote for outside business hours</i>				
<b>Gym</b> Smart Card operated gym equipment, supervised by Allied Health Professionals. <i>Membership available on enquiry</i>	<b>\$8 /class</b>				
<b>Day Centre</b> Social Venue where people can connect for coffee, chat and a range of activities	<b>\$15</b> <i>during business hours</i>				

<b>Mileage</b> Travel to appointments, activities e.g. shopping, to collect goods/services	.77c per km
<b>Administration Charge</b>	Negotiable
<b>Case Management Charge</b>	5%
<b>Application Fee</b>	Negotiable
<b>Exit Transition Fee</b>	\$300

**Cancellations**

A minimum 24 hours' notice of cancellation is required otherwise full rate is charged. This charge may be waived in the event of an emergency.

If you are interested in a service not listed, please contact us for a quote.

Fees and Charges Explained...	Administrative Costs
<p><b>Home Care Fees</b> Home care fees are set by the Australia Government and are made up of the:</p> <ul style="list-style-type: none"> <li>- Care Contribution; and</li> <li>- Income Tested Fee (if applicable)</li> </ul> <p>The fees are payable by a home care package recipient monthly in advance to SSH Connect as the home care package provider. The fees are added to the subsidies paid by the Government to make up the total funds available to a home care recipient under their package. If your individual circumstances impact on your ability to pay these fees, please discuss this with us.</p> <p><b>SSH Connect Charges</b> SSH Connect charges are paid out of the home care recipient's package funds. These charges are deducted from the package funds so no direct payment is required by the home care package recipient. SSH Connect's package management fee covers our costs in managing your package. The table below outlines the indicative costs incurred in providing our service which is not exhaustive:</p>	<ul style="list-style-type: none"> <li>- Set up costs also called capital costs – The costs associated with setting up (or updating) office space and equipment, including buildings, vehicles, computer and phone systems.</li> <li>- Operating costs – The everyday costs of running a business, including office supplies, rent, utilities, internet and phone bills.</li> <li>- Quality improvement – Costs associated with improving the services you are receiving, including research, evaluation and quality systems.</li> <li>- Staff training – including first aid, health and safety, skills training.</li> <li>- Providing information – This is information about our service like updating our website and other government websites, developing brochures and information handouts. Face to face meeting or telephone conversations you have with us when looking into our services.</li> <li>- Sub-contracting costs – Working with subcontracted service providers to make sure that they meet the legal requirements and quality standards and expected government guidelines.</li> <li>- The costs associated with writing and managing contract with a sub-contractor on your behalf.</li> <li>- Accountability costs – Costs associated with the reporting we must do to government as part of their funding agreement, including financial audits and government reporting.</li> </ul>

**CASE MANAGEMENT (Advisory Services)**

- The initial assessment by your Service Advisor
- The identification of your goals (ie what you want out of your package)
- Development of the Home Care Agreement, care plan and individualised budget
- Coordination of the services requested by you, including changes/cancellation of services from time to time
- Ongoing monitoring and informal reviews with you
- Client record documentation
- Annual formal re-assessment of your needs, and adjustment of the Home Care Agreement, care plan and individualised budget if required
- Referral to an Aged Care Assessment Team (if a re-assessment is needed to move to a higher level of package)
- Provision of support to you where you elect to manage the package yourself

To ensure we maintain a high standard of service which does not compromise quality, we do not provide any discount on our package management fee.



For further enquiries, please contact SSH Connect on (08) 8409 1500 or alternatively go to

<http://www.sshconnect.com.au/home-services/> for more enquiries.