

CHECKLIST FOR CHOOSING A HOME CARE PROVIDER

When looking for home care, whether for yourself or a loved one, it's important to get what is right for you. You are trusting someone in your home often with the most intimate times of your life. To help make things a little easier, we've put together a checklist to ask potential providers.

| | PROVIDER #1 CARINITY HOME CARE | YES | PROVIDER #2 | PROVIDER #3 |
|---------------------------------|--|------------|--------------------|--------------------|
| Approved provider | Carinity is approved by the Commonwealth Government. | ✓ | | |
| Experience | Over 70 years of experience providing care solutions. | ✓ | | |
| Trained staff | All our Lifestyle Coordinators and Carers are industry trained and supported. | ✓ | | |
| Specialised care | Our full range of specialised care includes access to a registered nurse, dementia support, palliative care, respite and more. | ✓ | | |
| Dedicated person | A dedicated locally-based Lifestyle Coordinator you can contact directly, any time. | ✓ | | |
| Simplifying the system | We will help you register and navigate the My Aged Care process. | ✓ | | |
| Consistency of carers | We match you and your carers, providing a familiar face and someone you trust. | ✓ | | |
| Directly employed carers | Our carers are directly employed by Carinity. | ✓ | | |
| Value for money | We stretch your budget with low-cost and innovative options freeing up funds to spend elsewhere. | ✓ | | |
| Inclusive service rates | No hidden travel fees to deliver care in your home. | ✓ | | |
| People first | Carinity is a not-for-profit organisation so we put people before profits. | ✓ | | |
| Regular review | We listen to what's important to you, understand your dreams and goals. As your circumstances change, we'll review and adjust your services. | ✓ | | |

| | PROVIDER #1 CARINITY HOME CARE | YES | PROVIDER #2 | PROVIDER #3 |
|---------------------------------------|--|------------|--------------------|--------------------|
| Individualised plan and budget | Whatever you want to get out of life, we'll work with you to make it happen with a tailored plan and budget. | ✓ | | |
| 24/7 Care | At Carinity Home Care you have access to care 24/7. | ✓ | | |
| Full range of services | Full range of services from basic support and care to keep you healthy and safe at home, assisting with personal care through to social activities. | ✓ | | |
| Flexible | We ensure our services adapt to your changing lifestyle, even with little notice. | ✓ | | |
| Coordination | We take away the worry and hassle of care. Your dedicated Lifestyle Coordinator will tailor a plan and schedule to meet your individual preferences. | ✓ | | |
| Payment options | There are many options to pay for your care including access to subsidies. We can find the solution that best suits you. | ✓ | | |
| Customer recommendations | Our clients love us, and love telling their friends and family. 99% of our clients agree we are helping them to live a good life at home. | ✓ | | |
| Live your life, your way | We don't enforce routines. With Carinity, it's your agenda. Whatever you want to get out of life, we'll work with you to make it happen. | ✓ | | |
| Always listens and responds | We listen to what's important to you, and understand your dreams and aspirations. | ✓ | | |
| Address your concerns | Direct access to your Lifestyle Coordinator means we act on any concerns promptly. | ✓ | | |

Call us today on **1300 109 109**
or email homecare@carinity.org.au
Visit CarinityHomeCare.org.au





PAYING FOR YOUR CARE

Costs for home care can vary depending on your individual needs and circumstances.

You may be eligible for subsidised care. Carinity is endorsed by the Australian Government for both Commonwealth Home Support and Home Care Package programs.

An assessment will determine your eligibility for subsidised care, outlining your budget and any contribution you may need to make.

If you are experiencing financial hardship we are able to provide support to ensure you can still receive the care you need.

INCLUSIVE FEES & RATES

At Carinity Home Care, we are committed to making your budget go as far as possible – looking for low-cost and innovative options freeing up funds to spend on other services.

Our fees and service rates are competitive and inclusive, with **NO TRAVEL FEES** to deliver care in your home. For goods and services provided by other organisations, we only charge you the price Carinity is invoiced.

SWITCH TO CARINITY

If your present provider is not meeting your needs, then it's easy to switch to Carinity. While it may seem a little daunting at first, we can take care of everything to ensure your care is continued so you are not left without support.

We make it easy and worry-free to make the change, so you can start experiencing the Carinity difference straight away.

Call us today on **1300 109 109**
or email **homecare@carinity.org.au**
Visit **CarinityHomeCare.org.au**

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Home Care Package – Price List

Effective 1 January 2023

With Carinity Home Care you'll enjoy a dedicated locally-based Lifestyle Coordinator to call directly, ensuring you have a consistent point of contact. Your Coordinator will meet with you in person to discuss your current needs and goals, develop a tailored care plan and budget, and ensure your care adapts to any changes in your circumstances.

We ensure services fit around your schedule, and take the time to match you and your carers to ensure a familiar face and someone you trust. Services can be delivered by our carers, other preferred providers, or a provider of your choice.

| Home Care Package (HCP) Level | Level 1 | Level 2 | Level 3 | Level 4 |
|----------------------------------|----------|----------|------------|------------|
| Home Care Package Funding | | | | |
| Daily | \$25.15 | \$44.24 | \$96.27 | \$145.94 |
| Per fortnight | \$352.10 | \$619.36 | \$1,347.78 | \$2,043.16 |
| Care management | | | | |
| Daily | \$3.64 | \$6.57 | \$14.00 | \$21.00 |
| Per fortnight | \$51.00 | \$92.00 | \$196.00 | \$294.00 |
| Package management | | | | |
| Daily | \$2.43 | \$4.43 | \$9.57 | \$14.86 |
| Per fortnight | \$34.00 | \$62.00 | \$134.00 | \$208.00 |

Package management costs relates to the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It includes: Preparing monthly statements; Managing your package funds; and Compliance and quality assurance activities required for Home Care Packages.

| Other | |
|--|--|
| Travel fee to deliver care in your home | \$0 |
| Client transport fee - accompanied travel/shopping (with or without a customer) | \$1.08 per km (additional to direct care hourly rate) |
| For goods and services provided by other organisations, we only charge you the price Carinity is invoiced. | |

Direct Care

Our service rates are competitive and inclusive, with **NO TRAVEL FEES** to deliver care in your home.

| per hour** | Mon – Fri 6am – 6pm | Mon – Fri After hours: 6pm – 6am | Saturday | Sunday | Public holidays |
|---------------------------------------|------------------------|--|----------|----------|-----------------|
| Personal care | \$61.43 | \$71.03 | \$87.43 | \$101.09 | \$123.49 |
| Cleaning & household tasks | \$61.43 | N/A | N/A | N/A | N/A |
| In-home respite | \$61.43 | \$71.03 | \$87.43 | \$101.09 | \$123.49 |
| Light gardening# | \$61.43 | N/A | N/A | N/A | N/A |
| Registered nurse | \$106.63 | \$116.91^ | \$146.69 | \$183.93 | \$208.93 |
| Enrolled nurse* | \$71.45 | \$83.35^ | \$103.39 | \$133.70 | \$145.61 |

** Minimum service times apply. Set fees apply for services of less than one hour. For full pricing details please contact Carinity. ^ Nursing – Weekday After Hours: 5pm-6am. *Enrolled nurse under direct/indirect registered nurse supervision. # Larger gardening work, such as mowing and hedging, is delivered by other providers, price on request.

Other Services Price on request

Health and Wellbeing

We are able to offer a full range of services to support you. Our range of allied health services include:

| | | | |
|-----------------|------------------------|-----------------------|---------------------|
| › Podiatry | › Occupational therapy | › Optometry | › Hydrotherapy |
| › Physiotherapy | › Day therapy | › Diversional therapy | › and so much more! |

Respite

Carinity Home Care provide a range of in-home respite, including daytime, overnight care with sleep-over, and 24 hour respite. Carinity are also able to provide centre-based respite (specific locations).

Cancellations and Goods and Services Tax (GST). Please provide 48 hours notice for cancellations or a cost may be incurred. The above prices are applicable for direct consumers who are exempt from paying GST. Businesses, other organisations and health services will be charged GST.