

# At Home Aged Care Services

2021

Office hours M-F 8am - 5pm

Phone: 1300 650 615

## Rates per hour

Service Type	Monday - Friday 8am - 5pm	Saturday & out of hours	Sunday
Personal care, in-home respite care, transport, shopping (accompanied), meal preparation, social support	\$57.00	\$85.00	\$114.00
Home-care (domestic assistance), shopping (unaccompanied)	\$55.00	\$82.00	\$110.00
Care management	\$85.00	NA	NA
Per km charge for transport	\$1.31	\$1.31	\$1.31

Public holidays will be charged at double the standard rate

## Rates per hour

	Monday- Friday 8am - 5pm	Saturday and out of hours	Sunday
Light gardening	\$65-90*	POA	POA

\* Depending on geographical location.

Additional charges may apply. Price on Application (POA)

## Rates per 24 hour care service

	Sunday to Thursday nights	Friday nights	Saturday nights
Sleepover - 10hrs (includes up to two hours active care)	\$300	\$350	\$400

Additional active time during a sleepover will acquire extra charges

Public holidays charged at \$550

## General Information:

- A minimum one-hour charge applies to all services
- Half-hour services available in some areas (pricing on application)
- Cancellations require 48 hours notice, otherwise charges may apply
- A 10% Brokerage Fee applies when choosing services from a different provider
- Care management charged in 15-minute blocks
- All home care services are GST-free
- Pricing current at 1 July 2021 and is subject to change.



1300 650 615  
vmch.com.au

**VMCH**

# Frequently Asked Questions

## HCP Fee Schedule 2021

What are the Care Management hours allocated per Home Care Package (HCP) level?

HCP Level	Package type	Fortnightly Hours	Care Management Quarterly* Allocation
1	Fully Managed	0.5	3.5h
2	Fully Managed	1	6.5h
3	Fully Managed	2	13h
4	Fully Managed	3	19.5h

\* So we can best cater for periodic changes in your care management needs, VMCH accumulates the fortnightly allocation of care management hours on a quarterly basis. Any usage above and beyond these allocated hours will be charged at the nominated rate.

### What are the Care Management hours allocated per Home Care Package (HCP) level?

All activities related to delivering care to a client's unique needs are charged to the HCP.

This includes both face-to-face time with a client, or work done 'behind the scenes' to ensure care is provided in line with best practice.

### How is the time recorded?

VMCH has a Client Management System where all activities related to delivering services to our clients are recorded. When a new request, re-schedule, service modification or cancellation is received, our team will record the time spent to action your request in a 'case note'.

This is a transparent process, and a summary will be provided in your HCP statements. Further details can also be requested through your Case Manager.

### Why is VMCH introducing different rates for different services?

Different services require different skills. As the government-funded initiative to Age in Place has evolved, we have seen changes in the required skills and qualifications of staff who support our clients at home.

Examples of services which may require a higher skill set, and training, includes additional manual handling (hoist management), dementia care and support with medication management.



# Frequently Asked Questions

## HCP Fee Schedule 2021

### **Will I be charged a Brokerage Fee?**

That depends on each client's unique situation.

When a client chooses a service to be provided by a specific provider outside of VMCH (or our preferred provider panel), a separate cost can be applied.

Please note however, if VMCH needs to broker the service until a VMCH carer or preferred provider is available, a client will not be charged a brokerage fee. When a VMCH carer is available in the client's area and they choose to stay with the external provider, the charge would then apply.

### **What about when my VMCH carer is sick and the service is delivered by my VMCH preferred provider?**

If your VMCH carer is unexpectedly unavailable, we will try to reschedule the service with another VMCH carer.

If the service is critical and we need to outsource to an external service provider with a charge rate more than our VMCH fee, only our fee should be charged.

### **Does VMCH charge a fee for external suppliers for aids and equipment?**

There is no additional charge on purchases for aids and equipment on behalf of the clients.

Please note, all coordination, time and effort related to completing the purchases are recorded and directly recovered from the Home Care Packages.

### **Does VMCH charge a Brokerage Surcharge for other services like Allied Health or gardening?**

A Brokerage Surcharge is not applied to Allied Health services.

VMCH has a list of preferred providers with whom we maintain Service Agreements.

If a client requests a specific Allied Health Practitioner, the Case Manager will liaise with the provider to ensure appropriate service agreements are in place.

However, case management fees will apply for the coordination and management of the request.

### **Who can I contact if I have any questions?**

Please contact us on 1300 650 615 (option 4) to discuss directly with your case manager.

