



# **Service Information and Pricing**

**The information and  
pricing included in this  
schedule was last updated  
on August 2020**

## **Diversicare**

**A division of ECCQ**



## WHY DIVERSICARE SHOULD BE YOUR FIRST CHOICE!



For over 30 years Diversicare has been providing exceptional in-home services within the community. We recognise, value and support carers for the contribution they make in helping you remain living at home.

As a division of the Ethnic Communities Council of Queensland, Diversicare is the industry leader in providing inclusive in-home care and our staff can speak over 40 different languages.

At Diversicare we aim to match our consumers with Home Care Workers so we can:

- ✓ Deliver consistent services with regular Home Care Workers;
- ✓ Focus on flexibility, consumer input and independence;
- ✓ Support you in managing and reviewing your needs as they change;
- ✓ Provide services designed to support your lifestyle choices;
- ✓ Language and cultural compatibility,
- ✓ We offer 24 hours a day / 7 days a week **EMERGENCY** telephone support.

### OUR MISSION

Diversicare will deliver, or ensure access to, high quality innovative community care services that will enrich the lives of our clients.

### OUR VALUES

#### **Dignity and Respect**

The right of each individual to be treated with Dignity and Respect.

#### **Connectedness**

Assisting our clients to connect with their communities.

#### **Individuality**

Our focus is to meet the needs of our clients without discrimination.

#### **Trust, Honest and Integrity**

Trust, Honesty and Integrity in all that we do.

#### **Sustainable Services**

We strive to ensure ongoing culturally appropriate flexible services to our clients.

#### **Quality**

We are a learning organisation that embraces innovation to achieve excellence.

Now we would like to **Welcome You** to the Diversicare community.

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## OUR PRICING

At Diversicare we believe in making care easily accessible and affordable to all members of the community.

To achieve this, we follow a process of very stringent controls to ensure that our pricing for the services that we provide are affordable, allow us to deliver the required services at our high standards and ensure the continuing viability of the organisation.

We believe we have achieved this standard and will continue to do so by always putting the needs of the communities and individuals we serve as our highest priority.

At Diversicare **YOU** will always come first!

## WHAT WE DON'T CHARGE FOR!

After careful consideration and a good hard look at what is happening throughout Aged Care we as an organisation have decided there are some fees that we **WILL NOT** charge members of our community.

### Establishment Fee

We **DO NOT** charge a fee when you join the Diversicare community.

### Change of Package Fee

We **DO NOT** charge a fee when your package level changes.

### Change of Service Fee

We **DO NOT** charge a fee when you change the times or types of services that you receive from us.

### Support Plan Review Fee

We **DO NOT** charge a separate fee when your support plan needs to be reviewed, this is something that we do as part of your Care Management.

## GOVERNMENT CHARGES

As part of the Aged Care Act the government has an “*Income Tested Care Fee*” that may apply to you. This fee is different for everyone as it is based on an individual’s income.

If you are receiving the FULL pension, then you **DO NOT** have to pay an “*Income Tested Care Fee*”. For more information, have a look on the *MyAgedCare* website, or contact the Department of Human Services.

The “*Income Tested Care Fee*” is in addition to the “*Basic Daily Fee*”.

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## BASIC DAILY FEE

The Basic Daily Fee contributes to the amount of money the government provides to you so that you can receive more services as required. This fee is set by the government.

Diversicare looks at you as an individual and as such this fee is negotiable upon admission dependant on your individual circumstances.

The following table is the maximum amounts payable as set by the Australian Government. The basic daily fee changes in March and September each year in line with the age pension.

Package level	Per cent of the single person rate of basic age pension	Daily fee	Fortnightly fee
Level 1	15.68 %	\$9.63	\$134.82
Level 2	16.58 %	\$10.19	\$142.66
Level 3	17.05 %	\$10.48	\$146.72
Level 4	17.50 %	\$10.75	\$150.50

*Note: you may be required to make a contribution to the cost of your care by paying an Australian Government Income Tested Care Fee and/or Basic Daily Fee. Further information about your contributions is available on MyAgedCare.*

## CARE MANAGEMENT

Care management is an important service that includes 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.

### Our Approach

At Diversicare, Care management is a key component of every home care package and one that we take very seriously.

At all times we will include YOU, your trusted person or representative in the planning process, after all this is about your needs, your life and how YOU choose to live it.

The priority for your care management is to ensure that we are providing individual care that is responsive and flexible to your needs and includes:

- ✓ Ensuring YOU get the most out of your package;
- ✓ Reviewing the Home Care Agreement and support plan;
- ✓ Coordinating and scheduling of services;
- ✓ Providing a point-of-contact for YOU and your support network;
- ✓ Ensuring care is culturally appropriate; and
- ✓ Identifying and addressing any of your concerns.

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By ensuring that we provide you the best possible management we can assist YOU in your choice of services to support all aspects of your wellbeing.

At Diversicare we are all about making YOU the focus of what we do!

We also want our fees to be as streamlined and understandable as possible.

We **DO NOT** charge any additional management fees when you join our community and ask us to **Fully Manage** your package.

If YOU choose to manage your package yourself then '*Package Management Fees*' will apply (as listed under 'Other Costs' at the end of this schedule).

If Package is Fully Manage by Diversicare and a Case Manager a 25% will be charged on a monthly basis for Case management and administration.

If Package is Self-Manage by you, your carer or appointed representative then a 10% will have to be charged on a monthly basis for administration.

When you become part of the Diversicare community we will only charge you on a monthly basis according to your Support Plan and the services and supports that you received for that month.

## PRICES FOR COMMON SERVICES

When looking at your Home Care Package Information you will notice a great deal of services that can be accessed through your package. When you join the Diversicare community we will explain all the options to YOU.

Please refer to the following page for the most updated Diversicare Internal Services Home Care Package Price List.

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## Diversicare Internal Services

### Home Care Packages Price List – August 2020

Type of Service (ex GST)	Unit Cost	Day time 6am to 6pm	After hours 6pm to 6am	Saturday	Sunday	Public Holiday
Domestic Assistance.	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
Social Support.	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
In Home Respite Care.	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
Food preparation.	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
Personal Care.	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
Register Nurse - Nursing Care	Per Hour	\$85.00	\$91.00	\$95.00	\$140.00	\$140.00
Register Nurse - Cognitive Assessment PAS	Per Assessment	\$60.00				
Register Nurse - Cognitive Assessment RUDAS	Per Assessment	\$80.00				
Register Nurse - Continence Assessment	Per Assessment	\$60.00				
Register Nurse - Catheter Initial Consultation	Per Assessment	\$80.00				
Centre-Based Day Respite*	Per Session	\$85.00				
In Home Respite Overnight (active)	Per Hour	\$50.00	\$59.00	\$74.00	\$98.00	\$98.00
In Home Respite Overnight (passive)	12 hours		\$220.00	\$253.00	\$305.00	\$385.00
KM charge for transport**	Per Kilometre	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00

\*Cost of meal is not included so extra contribution for lunch will be required.

\*\* \$1.00 per Km – First 10Km no charge

Home Care Package Exit Fee \$450

**Please note: 7.5% processing fee on invoice value will be charged for all external purchased services, good and consumables.**

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## OTHER COSTS

When joining the Diversicare community there may be other costs associated with your Home Care Package.

The following tables provide further information.

Other Costs		Level 1	Level 2	Level 3	Level 4
Maximum exit amount	Maximum Total	\$450.00			
Staff travel costs to visit you	Per km	\$1 (first 10km free)			
Separate cost when you want to receive services from a different provider	YES	When you utilise other providers or services outside of Diversicare, a processing fee will apply. This fee is currently 7.5% of invoice value for all invoices generated.			

*Note: - Costs of Maximum exit amount, staff travel and processing other providers Invoices are also specified in the most updated Diversicare Internal Services Home Care Package Price List.*

At Diversicare, the most important thing to us is YOU.

Making sure you have the care and supports you need, making sure you have all the information concerning your Home Care Package and providing YOU with services and supports that you choose.

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If you would like to have a chat about this information or anything in general concerning your Home Care Package please contact us on:



Our phone number: 1300 348 377



Our email address: [info@diversicare.com.au](mailto:info@diversicare.com.au)



Our business address: PO Box 5199, West End, QLD, 4101

*Note: The information contained in this booklet should be read in conjunction with your 'Home Care Packages Information' booklet and your 'Individual Service Agreement' and 'Welcome Pack'.*

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## Home Care Pricing Schedule Definitions

This document should be read in conjunction with the [Home Care Pricing Schedule](#) (the Schedule).

These definitions provide further explanation, and a standardised definition, against each element of the Schedule to help people to understand home care pricing information. People will see this information on the new My Aged Care website. Home care providers can also view the definitions when completing their pricing information in the My Aged Care Provider Portal.

These definitions have been thoroughly tested with senior Australians and their families, to ensure they are easy to understand.

The following headings correspond to each element within the Schedule, and the associated definition is outlined below.

### Provider Information about Service Delivery and Pricing

This is information about how the provider can deliver services to you. This includes whether services are delivered by their own staff, subcontracted through another provider, and if you can choose who you would like to receive your services from. There may be information about the values of the service provider, the different services they offer, and new ways they can deliver services.

### Home care package funding

This is the approximate amount paid by the Australian Government to your home care provider for your care. All costs will be taken out of your overall package budget. These figures are rounded.

Depending on your income, you will need to pay some of this amount through an Income-Tested Care Fee. The provider does not set this fee and must collect it for the Government, if it applies. It does not apply to full age pensioners. Further information, including a fee estimator tool, is available on the My Aged Care website or by calling 1800 200 422.





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The Government may provide extra funding if you are eligible for any home care supplements. Supplements available in home care are: dementia and cognition; veterans' (with a mental health condition relating to their service); oxygen; enteral feeding; viability (for those living in a rural or remote area); and hardship. You can also choose to pay for extra services beyond the value of the package if required, as negotiated with the provider.

## Basic Daily Fee paid by you

This is a fee that you pay to the provider that adds to the funding available in your package. The Government sets the maximum amount a provider can charge, which varies depending on the Home Care Package level. Please refer to the My Aged Care website for further details. The amount the provider will charge you is listed here.

### Levels of funding

There are four levels of Home Care Packages to help meet the different levels of care needs. Broadly, they are:

- Level 1: for people with basic care needs
- Level 2: for people with low-level care needs
- Level 3: for people with intermediate care needs
- Level 4: for people with high-level care needs.

## Care Management

Care management is an essential key component of every Home Care Package. It ensures you receive the appropriate level of support in a way that meets your current and future care needs. It should ensure there is no overlap, over-servicing or mismanagement of services.

Care management may include:

- Reviewing your Home Care Agreement (an Agreement between you, and your provider, detailing the services you will access) and Care Plan (a Plan designed by you and your provider to ensure the services you access help you achieve your goals)
- Coordination and scheduling of services
- Ensuring your care is aligned with other supports
- Providing a point-of-contact for you or your support network
- Ensuring the care you receive is respectful of your culture; &
- Identifying and addressing risks to your safety.

Care management may be provided in different ways including face-to-face or via phone or email.



For further information, go to My Aged Care  
**1800 836 799 | [www.agedcare.health.gov.au/myagedcare](http://www.agedcare.health.gov.au/myagedcare)**



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For further information, see the 'Approach to care management' definition or speak with the provider.

### **Approach to care management**

Information about the provider's approach to care management includes what they offer and how they charge for it. Some providers may let you choose an independent care manager or let you manage some of your own services.

### **Fully managed by provider**

This is the fortnightly cost and the approximate number of hours where your provider is fully responsible for care management. These services may be provided in different ways including face-to-face or via phone or email. For further information, speak with the provider.

### **Self-managed by you**

If you decide to self-manage, your provider will still undertake some care management. For example, an annual review of your Home Care Agreement and Care Plan. This is the fortnightly cost and approximate number of hours to do this. For further information, speak with the provider.

## **Price for Common Services**

These are common services that you may be able to access in a Home Care Package. For information on other services offered, access the provider's full price list or contact them directly.

Standard hours can be considered as Monday to Friday 6am to 6pm.

How the provider delivers services refers to whether the provider uses its own staff, the staff of other service providers, or whether they include both in delivering their services.

### **Personal care**

Personal care services may include help with: bathing; showering; toileting; dressing/undressing; getting in and out of bed; washing and drying hair; shaving; and reminding you to take your medication.

### **Nursing**

Nursing services may include: wound care and management; medication administration such as assisting you to take medication; general health and other assessments; certain medical tests including blood pressure; and support with dementia. This does not include the price for goods such as bandages, dressings and continence aids where required.





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The costs shown are for nursing services delivered by a Registered Nurse. The provider may offer to deliver nursing services by other levels of nurses (e.g. an Enrolled Nurse), which may have a different cost per hour.

### **Cleaning and household tasks**

Cleaning and household tasks may include: help with making beds; ironing; laundry; dusting; vacuuming; and mopping.

### **Light gardening**

Light gardening may include help with light weeding; watering; light pruning; lawn mowing; or minor garden maintenance.

### **In-home respite**

A care worker supporting you in your home for a short period of time, for example when your carer is away or unavailable.

## **Other Costs**

Other costs relate to other prices the provider may charge you out of your total package amount.

### **Package management**

Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. It may include the costs for: preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages.

It does not include costs that are unrelated to supporting your care, nor costs associated with the provider's running of their business such as marketing, office rent, insurance, or activities completed before you enter into a Home Care Agreement with them.

Where necessary, providers will include any other administration costs within the unit price for home care services, so you can see the all-inclusive cost of delivering the service.

### **Maximum exit amount**

This is the maximum amount the provider can deduct from funds that are left in your package when you leave their care (either when you change providers or leave home care). The amount covers administration costs associated with leaving. You may wish to ask the provider if you need to give a period of notice before you exit.



For further information, go to My Aged Care

1800 836 799 | [www.agedcare.health.gov.au/myagedcare](http://www.agedcare.health.gov.au/myagedcare)





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### **Staff travel costs to visit you**

Staff travel costs is the price per kilometre for a care worker to travel (without you) to visit your location. Some providers may not charge this if you are within a certain distance from their location. This is different from costs for providers to travel with you, where you are receiving a transport service as part of your Home Care Package.

### **Separate cost when you want to receive services from a different provider**

Providers must indicate whether they charge you an additional amount for any services they coordinate for you but which another provider delivers.

### **Separate cost when you want to receive services from a different provider – Description for the free text field**

This indicates the amount the provider will charge for any services they coordinate for you but which another provider delivers, and how it is charged. For example, whether it is charged as a separate cost; or included in the service price.

### **Full Price List**

Provider's link to their full price list. This is either a document and/or a link (URL) to the prices published on the provider's website. It includes costs for other services that are not outlined in the common services, and costs that are not published on My Aged Care.

### **Provider contact details**

Provider's contact details if you want to speak to them about their pricing information.

### **Pricing Schedule Last Updated on [AUG/2020]**

The date the provider last updated their home care pricing information on My Aged Care.



For further information, go to My Aged Care  
1800 836 799 | [www.agedcare.health.gov.au/myagedcare](http://www.agedcare.health.gov.au/myagedcare)