

# ECHO PRICING

## HOME CARE PACKAGE (HCP)

Note: All services have a minimum of 30 minutes attendance time

Current at October 2023

SERVICE	MON-FRI (STANDARD) 6 AM – 8 PM	MON-FRI (NON-STANDARD) 8 PM – 6 AM	WEEKENDS (SATURDAY & SUNDAY)	PUBLIC HOLIDAYS
<b>Personal Care</b> (Including Medication Administration)	\$75 / Hour	\$99 / Hour	\$105 / Hour	\$175 / Hour
<b>Social Support – Individual</b> (With a support worker) Travelling costs an additional charge of \$1.65 / KM	\$72 / Hour	\$97 / Hour	\$103 / Hour	\$170 / Hour
<b>Domestic Assistance</b>	\$70 / Hour	\$94 / Hour	\$100 / Hour	\$164 / Hour
<b>Other Food Services</b>	\$70 / hour	\$94 / Hour	\$100 / Hour	\$164 / Hour
<b>Respite Hourly</b>	\$72 / Hour	\$97 / Hour	\$103 / Hour	\$170 / Hour
<b>Respite Blocks</b> (More than 1 hour; up to 3 hours)	\$67 / Hour	\$92 / Hour	\$95 / Hour	\$155 / Hour
<b>Respite Blocks</b> (Over 3 hours)	\$64 / Hour	\$87 / Hour	\$92 / Hour	\$148 / Hour
<b>Light Home and Gardening</b>	\$70 / Hour	N/A	N/A	N/A
<b>Social Support Group Outing</b> (Excluding lunch and admission fees to venues)	\$75 / session	N/A	N/A	N/A
<b>Transport / kilometre</b> (With volunteer driver)	\$1.65 / km	\$1.65 / km	\$1.65 / km	\$1.65 / km
<b>Health and Wellness Service by Nurses</b>	\$90 / Hour	N/A	N/A	N/A

<b>Nursing (Clinical) Services.</b> Includes clinical assessments, wound care, medication service setup, etc.	\$115 / Hour	N/A	N/A	N/A
<b>Allied Health Professionals (AHPs)</b> (External provider)	Price on inquiry	N/A	N/A	N/A
<b>OTHER FEES</b>	<b>LEVEL 1 HCP</b>	<b>LEVEL 2 HCP</b>	<b>LEVEL 3 HCP</b>	<b>LEVEL 4 HCP</b>
<b>Care Management Fees (CM)</b>	\$4.23 / Day	\$8.38 / Day	\$17.22 / Day	\$21.50 / Day
<b>CM Fees / Fortnight</b>	<b>\$59.22</b>	<b>\$117.32</b>	<b>\$241.08</b>	<b>\$301.00</b>
<b>Package Management Fees (PM)</b>	\$3.38 / Day	\$ 5.94 / Day	\$ 15.08 / Day	\$ 17.96 / Day
<b>PM Fees / Fortnight</b>	<b>\$47.32</b>	<b>\$83.16</b>	<b>\$211.12</b>	<b>\$251.44</b>
<b>Income Tested Fees</b>	If applicable, based on Services Australia income assessment.			
<b>Basic Daily Fee (BDF)</b>	<i>We do not charge the Basic Daily Fee</i>			

### What do the different fees mean?

ECHO would like to assist you in this journey while providing the best service to all our clients. The breakdown below provides details of the various costs you will see on your monthly statement/invoice.

<b>FEE TYPE</b>	<b>WHAT DOES THIS FEE COVER?</b>
<b>Care Management Fee (CMF)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Care Management is an important mandatory service that includes assessing and planning your care and services that will help you deliver on the goals you identified in your Care Plan.</li> <li><input type="checkbox"/> ECHO has experienced and dedicated Client Advisors (Care Coordinators) who will be your point of contact for all support. Your Client Advisor will ensure you receive safe and quality care and support services that meet your needs, goals, and preferences.</li> <li><input type="checkbox"/> The Client Advisor will partner with you to regularly assess your needs, goals, and preferences; review your home care agreement and care plan; ensure your care and services align with other supports; partner with you and your families or carers about your care; ensure your care and services are culturally safe; identify and address risks to your safety, health, and wellbeing.</li> <li><input type="checkbox"/> You may be required to pay for this service during a leave /iod where an ongoing care management service is required.</li> </ul>

<b>Package Management Fee (PMF)</b>	<p>Package management is a service that supports the delivery of a Home Care Package and covers required administration activities such as:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Establishing and managing home care budgets; coordinating services (such as scheduling services and workers); preparing invoices and monthly statements; responding to enquiries about invoices; submitting claims to Services Australia;</li> <li><input type="checkbox"/> Maintaining and updating income-tested care fees and basic daily fee payments; pa/work for ceasing care; storing and maintaining records; ensuring staff are suitable (such as with Police checks and immunisation checks); training and educating staff; conducting quality improvement, compliance, and assurance activities; completing financial reporting; maintaining COVID-19 vaccination compliance documents; and</li> <li><input type="checkbox"/> You may be required to pay for this service during a leave /iod where ongoing services and other actions are provided during this /iod.</li> </ul>
<b>BDF</b>	<p>ECHO does not charge the Basic Daily Fee.</p>
<b>Income Tested Fee (ITF)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> This fee is means-tested and determined by Services Australia (Medicare).</li> <li><input type="checkbox"/> ECHO strongly recommends that you request a formal income assessment from the Department of Human Services (DHS) or the Department of Veterans Affairs (DVA) and you should arrange this as soon as possible as this process takes time.</li> <li><input type="checkbox"/> It is recommended that you have this income assessment before you start receiving care. However it is not a prerequisite for services to commence.</li> <li><input type="checkbox"/> You are expected to pay the income-tested fee towards the cost of your care where it applies.</li> <li><input type="checkbox"/> ECHO will charge the income-tested fee monthly as / the ITF assessment outcome. This fee is payable to ECHO.</li> <li><input type="checkbox"/> ECHO will safely keep this money and it will be available for you to use towards care and services under your HCP as needed.</li> </ul>

## OTHER COSTS

<b>AHPs</b>	<p>Costs will be discussed as required for Allied Health Professionals.</p>
<b>Third-Party Services</b>	<p>ECHO recognises a client's choice in requesting services to be provided by a third party. ECHO is legally responsible and accountable to ensure the third party provides you with safe and quality care to meet your care needs and Aged Care legislative requirements. If the third-party services do not meet the Aged Care legislative requirements or fail to provide you with safe and quality care then, ECHO is obligated not to engage with that third party. In such a case, your client advisor and/or HCP Coordinator will support and assist you in engaging with another third party. You will be charged the rate ECHO is charged for the third party to provide your care and services.</p>
<b>Goods Equipment and Assistive Technology (GEAT)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Goods, Equipment and Assistive Technology (GEAT) can be purchased/hired from your package.</li> <li><input type="checkbox"/> The GEAT ECHO provides to Home Care Package (HCP) clients must be within the scope of the specified care and services (set out in Schedule 3 of the Quality-of-Care Principles 2014) and the Inclusions and Exclusions framework set out in subsection 9.1 of the Home Care Packages Program Operational Manual.</li> </ul>

	<input type="checkbox"/> Client Advisors (Coordinators) will use the Inclusions and Exclusions Framework when considering what can or cannot be included as part of the client package and ensuring that funding is used appropriately and transparently.
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**Cancellation Policy**

We understand that the plan changes and you may need to cancel services. If you need to cancel your service, please give us a minimum of 24 hours’ notice. The full cost of the service will be charged for all cancellations with less than 24 hours’ notice.

**Home Care Package leave provisions**

You can take leave from your package (as long as you advise us verbally) for a holiday, a hospital stay, transition care, or respite care. The following arrangements are set by the Government and apply to all Home Care Packages. You must continue to pay any ongoing care fees whilst on leave from your package except if you are in transition or residential respite care.

TYPE OF LEAVE	IMPACT ON PAYMENT OF SUBSIDY TO AN APPROVED PROVIDER
<b>Hospital</b>	Home care subsidy is payable (at the full basic subsidy rate) for up to 28 consecutive days in a financial year for each episode of hospitalisation. After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.
<b>Transition care</b>	Home care subsidy is payable (at the full basic subsidy rate) for up to 28 consecutive days in a financial year for each episode of transition care. After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.
<b>Respite care</b>	Home care subsidy is payable (at the full basic subsidy rate) for up to 28 consecutive days in a financial year. After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.
<b>Social leave</b>	Home care subsidy is payable (at the full basic subsidy rate) for up to 28 consecutive days in a financial year. After 28 consecutive days, the subsidy is payable at 25% of the basic subsidy rate.

**For more information about fees, statements, and charges**

- Clients will be provided with a statement within seven (7) days upon request under the User Rights Principles 2014 s.23(2)(i)-(ii).
- Please feel free to contact our office at (08) 9271 7011 and ask to speak with the Community Care Manager or Finance Officer if you have any questions regarding fees and charges for Home Care Packages.
- You can also find more information on the following Government website:  
<https://www.myagedcare.gov.au/>