



## RFBI Care at Home Package Price List

We know that there is no place like home and that you value your independence. However, as you get older, you may need a little help to continue living independently at home. Our passionate and dedicated team will work with you to identify your goals and ensure you receive the care, services and equipment you need to keep living the life you want at home.

Service category	Mon to Fri 6am – 6pm	Mon to Fri 6pm – 6am	Saturday	Sunday	Public holiday
	Minimum 1/2 hour service. Rates are per hour				
 Personal care (including showering and grooming)	\$61	\$70	\$90	\$103	\$145
 Personal services (including cleaning and household tasks)	\$61	\$70	\$90	\$103	\$145
 Clinical services (including nursing)	\$94	\$106	\$138	\$160	\$225
 Maintenance (including light gardening)	\$65	\$74	\$94	\$109	\$151

Care management fees (weekly)	Level 1	Level 2	Level 3	Level 4
Managed for you	\$30	\$55	\$120	\$180
Package management (weekly)	\$20	\$35	\$80	\$110
<b>Other fees and charges</b>				
Discharge Fee: \$220 (Includes GST)   Travel with client: \$1.00 /km   Call out fee: \$1.50 /km Third party processing fee: 15%				



RFBI  
Care at Home

Call your local coordinator on **1300 848 076**

Call today to  
find out more

# Service fee definitions

## Care Management

Care management is an essential 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.

Care Management includes the ongoing monitoring of your needs and preferences, coordinating your care and service plan, identifying and negotiating contracts with third party providers and management of your individual budget. It also includes ensuring you are matched with an appropriate RFBI staff member who is informed, trained and equipped to provide the services you have requested.

## RFBI delivers all care management under 'Managed for you'

RFBI clients enjoy the benefits of having our dedicated team taking care of all their care management needs. Your Care Coordinator will work with you to develop your care plan, identify and address any risks and schedule services in accordance with this. As your needs or preferences change, your Care Coordinator will work with you to update your care plan so that you are always getting the best value from your package and maximising your care and services to live the life you want.

## Package Management

Package Management relates to all activities associated with being an approved provider and managing Home Care Packages.

It includes the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package.

Our **Package Management fee** also includes the costs associated with preparing your monthly statements; managing your package funds; as well as compliance and quality assurance activities required for Home Care Packages.

## Discharge amount (exit fee)

A discharge amount will only be applied when there are unspent funds in your account upon discharge. The amount is limited to the amount of unspent funds available and the maximum that will be charged is the published amount. This fee includes GST.

## Call out fee

A **call out fee** will be applied when the service location is outside the designated city boundary. The fee is charged per KM and charged once per visit. City boundaries will be provided to you on development of your initial budget and thereafter on request.

## Third party processing fees

A **15% Third Party Set Up Processing fee** will be applied to equipment purchases where RFBI source, quote, order and organise delivery of requested equipment. 15% is also applied to the first invoice of new Third Party Contractors where our teams supports the search, selection and collection of relevant qualifications and insurances as per Home Care Package funding requirements.

An ongoing **Third Party Processing Fee of 5%** will be applied to all subsequent third-party service invoices. Where you or your representative undertake the search, selection and collection of all relevant qualification and insurance information, only the standard 5% processing fee will be applied.

## Last minute change surcharge

A minimum of 24 hours' notice is requested for any changes made to scheduled services. Any changes made to a scheduled service with less than 24 hours' notice provided will incur a **15% surcharge**.

This includes scheduling a new service, shortening a scheduled service or increasing an existing service. The 15% surcharge will be applied to the original scheduled service cost where a change is made and to the cost of the additional service where a new service is scheduled. This surcharge will not be applied to emergency services.

## Cancellation fee

Services that are cancelled with less than one business day's notice are subject to a 100% cancellation fee. Services cancelled with more than one business day's notice will incur no cancellation fee. (Business hours are 8.30am-5.00pm Monday to Friday, excluding public holidays).

## Out of hours call surcharge

Unless your call is urgent, we ask that you contact our team during office hours. All calls made out of business hours will incur a **flat fee of \$50**. This excludes calls made to cancel or change a service to meet our 24 hour notice period requirement or calls to schedule emergency services, such as to support you coming home from hospital. This fee will show on the statement as an out of hours fee with the relevant date.