

## HOME CARE PACKAGE SERVICES MY AGED CARE 2024

### AFFORDABLE PRICING FOR HOME CARE PACKAGE SERVICES

Enhance your support with our extended service hours. Each financial year, the government increase the HOME CARE PACKAGE daily subsidy rate. We have prepared a detailed information sheet outlining the monthly allowance provided by the government, along with our rates and charges per month.



We are working with Trilogy Care, an approved Home Care Package provider, to coordinate your Home Care Package. We act as your care coordinator while Trilogy Care administers your Home Care Package.

We are committed to transparency and dedicated to helping our community receive the necessary services to **stay safe and happy at home.**

Increased rates from 1st of July 2024 to 30th of June 2025:

DESCRIPTION	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Annual Funding	\$10,588.65	\$18,622.30	\$40,529.60	\$61,440.45
Daily Subsidy Rate	\$29.01	\$51.02	\$111.04	\$168.33
Monthly Allowance (30 Days)	\$870.30	\$1,530.60	\$3,331.20	\$5,049.90

\*The rates in the table above show how much funding the government allocated for each level to receive services.

Our Services Rates and Charges from 1st of July 2024 to 30th of June 2025:

	Daily 6am-8pm	Evening 8pm-12 midnight	Night 12 midnight -6am	Saturday	Sunday	Public Holiday	Sleepover 10pm-6am
HOURLY RATE	\$61.12	\$64.80	\$65.88	\$81.11	\$102.84	\$124.60	\$261.72

\*Sleepover is 8 hours. Must be rolled over from an evening shift or continue to a morning shift.

Estimated Service Hours for each level based on the Daily Subsidy Rate (6 AM to 8 PM Monday to Friday):

DESCRIPTION	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Monthly Allowance (30 days)	\$870.30	\$1,530.60	\$3,331.20	\$5,049.90
Estimated Hours of Services (Monthly)	12 hours	20 hours	44 hours	66 hours
Package Management Fee (Monthly) 15%	\$130.55	\$229.59	\$499.68	\$757.49
Care Coordination Fee (monthly) 11%	\$95.73	\$168.37	\$366.43	\$555.49

Other Services & Charges:

<b>Third-Party / Sub-contractor Services</b> <b>Price as per the requested quote</b>	<b>Travel Fees</b> <b>\$1 per km</b>	<b>Sleepover &amp; 24- Hour Care</b> <b>Price as per the requested quote</b>
<b>Other purchases for services, consumables, or equipment</b> <b>Price as per the requested quote and handling fees</b>		

Are you with another provider and don't know how to change to a new provider?

Are you worried that changing the provider might delay your waiting time for a higher package level?

Are you worried about losing your package if you change the provider?

Are you worried about changing the provider might affect your package level?

Are you worried that your current provider will charge you extra or an exit fee if you change?

Are you worried about losing the support worker or carer you work with if you change the provider?



**We have all the answers to your questions!**

**If you have more questions, call us on 1300 159 269**

## HOW TO CHANGE YOUR PROVIDER?

**1**

Call your current provider and inform them you are exiting their services in two weeks. If possible, send them an email or a text message as well.

**2**

Call My Aged Care at **1800 200 422** and tell them you have decided to exit your current provider and need a new referral code.

**3**

My Aged Care will provide you with a referral code (xx-xxxxxxxxxx).

**4**

Call us with the new referral code, and we can book you through My Aged Care portal.

**5**

We will arrange a face-to-face or phone meeting. We will prepare all the necessary documents and visit you for a 30 to 45-minute appointment to sign up.

**6**

**You're ready to go!**

### **Does changing the provider affect your package level?**

No, changing the provider does not affect your package level. Your funding and package level remain the same. No provider is allowed to force or threaten you to stay with them. If you experience this, call My Aged Care at 1800 200 422 to report the abuse. You don't need to inform your current provider about the new provider—it's your choice and control.

### **Will your current provider charge you extra or an exit fee?**

Check the service agreement you signed with your current provider. They cannot charge you extra unless it is stated in your signed service agreement. Review your monthly statements to ensure there are no extra charges beyond the services provided. If your provider refuses to provide the statement, contact My Aged Care to file a complaint. They will follow up on your behalf and ensure any extra charges are transferred to your package funding.

### **Does changing the provider delay your waiting time for a higher package level?**

No, the process of upgrading to a higher package level is managed by My Aged Care and ACAT (aged care assessment team), independent of your service provider. To receive updates about your wait time and package level, call My Aged Care at 1800 200 422.

### **Will you lose your package if you change the provider?**

No, your package is registered under your Medicare number with Services Australia. As long as your package is with a registered provider, it will always be yours unless you or your representative requests to cancel it with My Aged Care.

### **Do you want your current/existing carer to continue support you in the new agency?**

We are here to support you and make your life easier. If you have a carer who has been supporting you and you are happy with them, we will onboard (employ) your care worker to ensure continuity and avoid any discomfort or stress to you or your loved ones.

Third Party Supplier Invoices Will be Paid in 5-7 Business Days

**If you have any further questions or need assistance, please contact us on 1300 159 269**



[www.melbcare.com.au](http://www.melbcare.com.au) | [enquiries@melbcare.com.au](mailto:enquiries@melbcare.com.au)