

Home Care Package

Pricing Schedule

Effective from 1st August 2024



At Suncare, we're all about helping you feel independent, safe, and healthy. Our Home Care Packages are crafted to meet your unique needs, offering a wide range of services to help you enjoy life.

With over 50 years of experience, we've built a reputation for providing quality in-home care. We know how important it is for you to stay independent and comfortable at home, and our dedicated team is here to provide personalised care that keeps you happy and connected to your community.

Our pricing is clear and simple to understand because we believe finding the right care shouldn't be a hassle. The Suncare Home Care Package Pricing Schedule clearly outlines the costs for the common services you can access through your Home Care Package, ensuring you have all the information you need to make the best choice for your care.

Personalised Customer Coordination

At Suncare, every customer is assigned a dedicated Customer Coordinator who works closely with you to manage your Home Care Package. Your Coordinator handles assessments, monitors your progress, and reviews outcomes to ensure you receive the appropriate care and support you need. This includes facilitating the purchase of new equipment, aids, and products tailored to your requirements. Your Customer Coordinator is readily accessible to address any questions or concerns you may have, providing personalised assistance throughout your care journey.

Home Care Package Budgets Explained

The Home Care Package program comprises of 4 levels, each with its own subsidy value set by the Australian Government, known as your Home Care Package budget. Your Customer Coordinator will work with you to ensure you receive the maximum amount of care and support within your allocated budget.

Each month, Suncare will issue you a Home Care Package statement, outlining your available funds, a breakdown of funds received and spent during the month, and any remaining unspent funds.

Government Funding

Home Care Package Budget	Level 1	Level 2	Level 3	Level 4
Home Care Package funding (annual)	\$10,588.65	\$18,622.30	\$40,529.60	\$61,440.45
Home Care Package funding (per fortnight)	\$406.14	\$714.28	\$1,554.56	\$2,356.62

Please Note: Suncare does not charge a Basic Daily Fee on Home Care Packages.

Service Fees

Price for Common Services (per hr)	Standard Hours (6am to 8pm)	Non-Standard Hours (8pm to 6am)	Saturday	Sunday	Public Holiday
Domestic and Household Tasks	\$80.00	\$96.00	\$120.00	\$160.00	\$200.00
Personal Care					
In-Home Respite	\$88.00	\$105.60	\$132.00	\$176.00	\$220.00
Social Support					
Transport Services					
Light Gardening	\$90.00	\$108.00	\$135.00	\$180.00	\$225.00
Nursing	\$160.00	\$192.00	\$240.00	\$320.00	\$400.00
Allied Health Services	\$190.00	\$228.00	\$285.00	\$380.00	\$475.00
Allied Health Assistant	\$90.00	\$108.00	\$135.00	\$180.00	\$225.00
Allied Health Group	\$38.00	-	-	-	-
Social Support Group	\$30.00	\$36.00	\$45.00	\$60.00	\$75.00
Cottage Respite					
Overnight rate (per 24 hours)	\$400.00	-	\$400.00	\$400.00	\$400.00
24-hour In Home Respite	\$1,075.00	-	\$1,610.00	\$2,145.00	\$2,650.00

Please Note: Minimum 1 hour service duration applies.

Services Fees Continued

Other Costs	Level 1	Level 2	Level 3	Level 4
Package Management (per fortnight)	\$49.00	\$86.00	\$187.00	\$283.00
Care Management (per fortnight)	\$70.00	\$134.00	\$281.00	\$412.00
Staff Travel Costs (per km)	A travel rate of 0.99c per km will be charged when travel is required during the service. Suncare does not charge you to travel to and from the service.			

Please Note: Suncare does not offer self-managed Home Care Packages.

Meals On Wheels

	Billed to HCP	Client Contribution	Total Value
Soup	\$1.96	\$0.84	\$2.80
Main Course	\$7.00	\$3.00	\$10.00
Dessert	\$1.96	\$0.84	\$2.80
Package	\$10.50	\$4.50	\$15.00
Delivery	NA	NA	NA

Care Management

Care Management is an important service provided by your dedicated Customer Coordinator. Your Coordinator works with you to help identify your individual goals and build a care plan to support your individual needs and preferences, including the services you receive. All Home Care Package customers require Care Management, to ensure the appropriate delivery of care and support is provided.

Package Management

Package Management is the service provided by Suncare to support the delivery of your Home Care Package. This includes managing your Home Care Package budget, preparing invoices and monthly statements, storing and maintain your customer records and ensuring Suncare staff are appropriately trained and skilled to provide the care and support you need.

Third Party Engagement

Third party provider services will be charged at standard Suncare prices, per hour, regardless of any pricing differences. Additional charges including travel time, kilometre reimbursement, waste disposal and other incidentals will be billed in addition to the hourly service rate.

Fixed Price Service

Any service that has a fixed or quoted price incorporating the service hours and associated costs, will be approved by the customer and charged to the package, including: Specialty Clean, Occupational Therapy Assessment and Equipment Trial.

Cancellation Fee

Service cancellations require a minimum 24 hours notice. Cancellations made with less than 24 hours notice will be charged at the full price of the service.

Please note: There are many other services you can access via your Home Care Package not listed within this document, including home modifications, mobility aids, equipment and assistive devices, all designed to support your independence. Your Customer Coordinator will help you identify and source these options and discuss costs with you for your approval.

Services delivered as part of your Care Plan are GST-free.

Questions?

Contact our Customer Service Team

1800 786 227 | info@suncare.org.au | suncare.org.au



Suncare
COMMUNITY SERVICES