

# Price List

## HOME CARE PACKAGE & CUSTOMER FUNDED

Effective 1 August 2024

### Note for Home Care Package Customers

Customers assigned a Home Care Package utilise the funds of their package to fund their chosen services. If a customer exhausts their Home Care Package budget, they are required to privately fund the additional services as needed.

## HELP AT HOME SERVICES

Help at Home Services are only able to be privately funded if a customer is assigned a Home Care Package, but has exhausted their budget and requires additional services.

### Personal Support

#### Services include:

- Personal grooming
- Assistance with showering and dressing/undressing
- Personal alarm monitoring
- Assistance with shopping
- Medication administration and prompting\*
- Continence care\*
- Assistance with meal preparation
- Home cooked meals
- Support and transport to attend medical, social and other appointments

	Mon-Fri 6am - 8pm	Sat	Sun	Public holiday	After hours (weekdays)
Hourly rate	\$80.00	\$100.00	\$120.00	\$142.00	\$90.00

A transport fee of \$1.00 per km will be charged for mileage conducted during visit.

\*ACH Group Registered Nurse assessment required for initial and ongoing services.

### Cleaning

#### Services include:

- Bed and linen changing
- Laundry and ironing assistance
- Light dusting
- Cupboard, pantry and fridge cleaning
- Light vacuuming, sweeping and mopping of floor around furniture
- Wiping of surfaces
- Spring cleaning\*
- Oven, window and carpet cleaning\*

	Mon-Fri 9am - 5pm	Sat	Sun	Public holiday	After hours (weekdays)
Hourly rate	\$76.00	\$96.00	\$114.00	\$135.00	\$85.00

Utilises customer's own cleaning equipment and products.

\*Price on application

## Home & Garden Maintenance

### Services include:

- Lawn mowing
- Weeding
- Pruning
- Minor home maintenance\*
- Gutter cleaning\*
- Planting
- Garden maintenance, sweeping and cobweb removal

	Mon-Fri 8am – 5pm
Hourly rate	\$92.00

Not available on weekends, public holidays or after hours. Garden waste costs (in excess of your green bin) may apply.

\*Price on application

## HEALTH & WELLBEING

### Allied Health Services

	In-clinic		In-home	
	Initial Consultation	Subsequent	Initial Consultation	Subsequent
Physiotherapy	\$120.00	\$80.00	\$300.00	From \$140.00
Exercise Physiology				
Dietetics				
Occupational Therapy	\$120.00	\$80.00	From \$450.00	From \$165.00
Podiatry	\$120.00	Standard Consultation \$85.00 Extended Consultation \$120.00	-	-
Personal Training	-	\$55.00	-	\$90.00
Remedial Massage Therapy	\$105.00	\$75.00 for 30 min \$105.00 for 60 min	\$140.00	\$140.00

Prices are per visit unless otherwise specified.

Private health insurance rebates may apply.

Additional charges may apply to documentation and follow up.

### Allied Health Professional Phone Advice

	Mon-Fri 8am – 6pm
10 min rate	\$25.00

## Exercise & Wellness Groups

	12 Sessions	6 Sessions	Per Session
Life Exercises	\$140.00	\$70.00	\$14.00
Wellness Groups	\$220.00	\$110.00	\$22.00
Wellness Groups: water-based	\$250.00	\$125.00	\$25.00

Bookings are essential. Each participant is required to undertake an assessment with an Exercise Physiologist or Physiotherapist prior to the commencement of a session, to determine suitability of the group and assist with the development of customer goals. In-clinic assessments are charged at \$120.00. For a complete list of Exercise and Wellness Groups, please visit [achgroup.org.au/health-and-wellbeing](http://achgroup.org.au/health-and-wellbeing)

## Social Work Services

	Mon-Fri 8am – 6pm
Social Worker	\$170.00 for 60 min

## Nursing Services

### Services include:

- Wound care
- Medication management
- Contenance management
- Catheter care
- Pain assessment and management
- Blood pressure monitoring
- Stoma care
- General health assessment and reviews
- Chronic condition management

	Mon-Fri 8am – 6pm
Nursing Services	\$150.00 for 60 min
Professional Nursing Phone Advice	\$25.00 per 10 min
Diabetes Education Consultancy	\$180.00 for 60 min

Additional charges for after hours visits. Does not include continence care related products. ACH Group Registered Nurse assessment required for initial and ongoing services.

## IN-HOME RESPITE

	Mon-Fri 6am - 8pm	Sat	Sun	Public holiday	After hours (weekdays)
Hourly rate	\$80.00	\$100.00	\$120.00	\$142.00	\$90.00

## SOCIAL SUPPORT & EXPERIENCES

### Group Social Experiences

#### Experiences include:

- Sing for Joy Choirs
- Art in Focus Classes
- Friday Night Dinners
- Day Tours and Getaways
- Concert Series
- Long Lunches
- Technology Coaching
- And many more!

For a full list of the current social experiences available (with applicable pricing), please visit [achgroup.org.au/discover-and-explore](http://achgroup.org.au/discover-and-explore) or ask for a copy of our Discover & Explore guide.

### 1:1 Social Support

- Social support in your home
- Social support in the community
- 1:1 social experiences of your choice
- Social support to attend an ACH Group social experience\*

	Mon-Fri 6am - 8pm	Sat	Sun	Public holiday	After hours (weekdays)
Hourly rate	\$80.00	\$100.00	\$120.00	\$142.00	\$90.00

\*Cost of social experience is an additional charge.

## PACKAGE FEES (Applicable to Home Care Package customers)

- Coordinated care and support
- Dedicated Care Manager as a point of contact
- Flexible and individually tailored services
- 24/7 phone assistance via Customer Service
- Nurse on call for peace of mind
- Risk identification and mitigation
- Care planning and reviews
- Fully trained and vetted staff
- Monthly statements
- Budget management
- Compliance with Aged Care Quality and Safety Standards

Per fortnight	Package Management	Care Management
Level 1	\$40.00	\$60.00
Level 2	\$70.00	\$130.00
Level 3	\$155.00	\$285.00
Level 4	\$240.00	\$450.00

# Cancellation Policy

## Personal Support, Cleaning, Home & Garden Maintenance, Nursing, In-home Respite, and 1:1 Social Support

- The notice period for customer cancellations is 48 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled.
- If a customer rejects the offer of a suitably compatible alternate worker and therefore cancels the service with less than 48 hours' notice, the full cost of the scheduled service will be billed.

## Exercise & Wellness Groups

- The notice period for customer cancellations for exercise and wellness groups is 24 hours.
- A cancellation fee at the full cost of the class will be billed if the service is cancelled with less than 24 hours' notice.

## Allied Health Services

- The notice period for customer cancellations for 1:1 services (clinic and in-home) is 48 hours.
- A cancellation fee at the full cost of the scheduled service will be billed if the service is cancelled with less than 48 hours' notice or the customer is not at home at the time scheduled.

## Group Social Experiences

- The notice period for customer cancellations for group experiences remains unchanged at 24 hours.
- A cancellation fee at the full cost of the group experience will be billed if the service is cancelled with less than 24 hours' notice.

## Getaways

- The notice period for customer cancellations for getaways is 4 weeks prior to departure.
- A cancellation fee of 50% of the cost of the getaway will be billed if the getaway is cancelled with less than 4 weeks' notice from departure. ACH Group recommend that customers organise travel insurance, as a way of cover for yourself, for unexpected events that could happen when travelling and cancellations.

This information is correct at time of printing and valid from 1 August 2024.

Prices are reviewed regularly and are subject to change.

All prices exclude GST.

GST will be applied to customer funded services.

**Aged Care & Housing Group Inc.** ABN 99 437 071 895

ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives for older people since 1952.

Let's talk **1300 22 44 77** Visit [achgroup.org.au](https://achgroup.org.au)

