



Award Winning Home Care Packages

2016 & 2017 Aged & Community Services Aust. – NSW/ACT ORGANISATION OF THE YEAR

2017 Australian Aged Care Quality Agency – BETTER PRACTICE AWARD

ASCA Aged Care Awards 2019 – FINALIST – REGIONAL, RURAL, REMOTE PROVIDER OF THE YEAR

Live
your
way



NovaCare

T: 1300 363 654 E: support@novacare.org.au www.novacare.org.au
Administration: 51 Robertson Street Carrington 2294
Social Centres: Merewether – Morisset – Swansea

Home Care Packages

PRICE GUIDE 2023/24

Live
your
way



NovaCare

PRICE GUIDE Effective from 1 July 2023

HOME CARE SUPPORT (Per hour)					
	Mon - Fri 6am - 8pm	Mon - Fri 8pm - 6am	Sat.	Sun.	Pub. Hol.
30 mins	\$49	\$58	\$69	\$88	\$108
45 mins	\$73.50	\$87	\$103.50	\$132	\$162
1 hour or more	\$78	\$92	\$108	\$138	\$170
Minimum service time is 30 minutes. Direct care services are charged on an hourly or part hourly basis (pro-rata). Travel to your home to complete any service is not charged to your home care package. However, any travel undertaken during the service (shopping, socialisation, transport) will be charged as detailed below.					

CARE MANAGEMENT (Weekly)				
Level 1	Level 2	Level 3	Level 4	
\$39.40	\$69.30	\$150.80	\$228.60	
Estimated number of minutes per week included in the weekly charge. This is used as a guide only.				
45 mins	55 mins	70 mins	95 mins	
Care management is an essential key 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 activities include:- <ul style="list-style-type: none">Regular assessment of your needs, goals and preferencesReview of your home care agreement and care plan with youEnsure your care and services align with other supportsPartner with you and your family or carers about your careEnsure your care and services are culturally safeIdentify and address risks to your safety, health and wellbeing. Care management may be provided in different ways, including face-to-face, phone or email. NovaCare provides after hours care management services 24 hours / 7 days per week which is included in this fee. Care management fees are calculated and charged on a daily basis.				

PACKAGE MANAGEMENT (Weekly)			
Level 1	Level 2	Level 3	Level 4
\$29.50	\$51.90	\$113.10	\$171.40
Package management is a service that supports delivery of a home care package and can cover administrative activities that we must do, such as:- <ul style="list-style-type: none">Establishing and maintaining your home care package budgetCoordinating and scheduling your services and workersPreparing invoices and your monthly home care package statementComplying with regulatory and assurance activities. Package management fees are calculated and charged on a daily basis.			

GARDENING / HOME MAINTENANCE SERVICES (Per hour)	
Mon - Fri 7am - 6pm	\$83
Minimum service time is 60 minutes. Gardening/Home Maintenance services are charged on an hourly or part hourly basis (pro-rata).	



Call 1300 363 654 or visit www.novacare.org.au

NURSING SERVICES (Per hour)	
Mon - Fri 8am - 5pm	\$145
Clinical care is charged on an hourly or part hourly basis (pro-rata). Time charged for clinical care services will include travel time, assessment, report writing, subsequent consultations and ongoing support.	

PHYSIOTHERAPY SERVICES (Per hour)	
Mon - Fri 8am - 5pm	\$170
Physiotherapy is charged on an hourly or part hourly basis (pro-rata). Time charged will include assessments, report writing, discussion with other medical professionals, subsequent consultations and ongoing support. Any travel to and from your home for assessments or consultations will be charged at \$1.50 per km.	

OCCUPATIONAL THERAPY SERVICES (Per hour)	
Mon - Fri 8am - 5pm	\$170
Occupational Therapy is charged on an hourly or part hourly basis (pro-rata). Time charged will include assessments, report writing, obtaining quotes for equipment, meeting with builders or suppliers, trials of equipment, subsequent consultations and ongoing support. Any travel to and from your home for assessments or consultations will be charged at \$1.50 per km.	

ALLIED HEALTH ASSISTANT (Per hour)	
Mon - Fri 8am - 5pm	\$100
Minimum service time is 45 minutes. Allied Health Assistant services are charged on an hourly or part hourly basis (pro-rata).	

ATTENDANCE AT AILSA CRAIG RESPITE COTTAGE (Per hour)	
Mon - Fri 8am - 4pm	\$30
Overnight respite, weekend and public holiday respite care can be provided. Please contact your Case Manager to discuss.	

ATTENDANCE AT SOCIAL DAY CENTRES	
Mon - Fri	\$20 per hour or \$120 per day
Fee covers cost of transport and supervision. These include any shopping buses or other group activities conducted at all sites.	

TRANSPORT	
	\$1.50 per kilometre
Your service with NovaCare may include our staff member providing transport for shopping, a social outing or a medical appointment. Your home care package will be charged the above rate per kilometre travelled during the service. This is in addition to the standard hourly rate charged for the service. If you require a one-way transport service that is greater than 25 kms from your home, your home care package will be charged with the total cost of the return journey. This will include the standard hourly rate charge and the travel kms charge.	

CONTRACTED SERVICES
If you request services to be completed by a specific external service provider and their fees are higher than NovaCare's standard charges, the higher charges will be borne by your home care package. All services provided by external service providers will be charged to your home care package for the total invoiced amount (including GST).

CANCELLATIONS
Services will need to be cancelled 48 hours prior to the service time. Services cancelled prior to 48 hours before the service time will not incur a cancellation fee. If the service is cancelled within 48 hours of the service time, then a cancellation fee may be charged to your home care package. The fee will be the equivalent to the normal fee to be charged for the cancelled service.

