



## Home Care Package Price List

As at 1 July 2020

Northern Settlement Services is based in Newcastle supporting multicultural communities.

We have a rich history of providing care and services to people from non-English-speaking backgrounds. Our team is ready to provide you with culturally responsive and sensitive care.

We focus on supporting your well-being and independence. We will work with you to make sure that you receive services that are right for your needs.

You can learn more about how Home Care Packages help you live independently and well in your own home by talking to our experienced care coordinators.

**Talk to our team today on (02) 4969 3399**

### Care and support services

Your basic care and support services include:

- personal care
- showering and grooming
- continence management
- cleaning and household tasks
- grocery shopping
- washing and ironing
- social support
- transport to appointments and social events
- in home respite

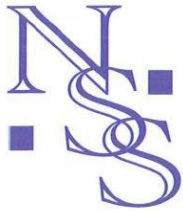
You can learn more about what is available by looking at the items listed in *Personal and Clinical Care*, *Support Around Your Home*, and *Social Support* in our **Home Care Package Service Menu** at the end of this price list.

When you need support	Cost, minimum half hour service
Monday to Friday, 6am to 7pm	\$ 65 per hour
Monday to Friday, 7pm to 6am	\$ 76 per hour
Saturday	\$ 83 per hour
Sunday	\$ 96 per hour
Public Holidays	\$ 115 per hour

### Nursing Care and specialised support services

We can arrange for Registered Nurses to visit you in your own home and provide excellent clinical care. We can also arrange visits by occupational therapists, physiotherapists, exercise physiologists, and podiatrists. You can get clinical care to assist you with such things as:

- monitor your blood pressure
- manage your diabetes
- manage your medication
- dress and care for any wounds



# NORTHERN SETTLEMENT SERVICES LIMITED

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Facsimile: (02) 4961 4997  
Free call: 1800 813 205

When you need nursing services	Cost, minimum half hour service
Monday to Friday, 6am to 7pm	\$ 126 per hour
Monday to Friday, 7pm to 6am	\$ 145 per hour
Saturday	\$ 160 per hour
Sunday	\$ 187 per hour
Public Holidays	\$ 221 per hour
<b>When you need allied health support</b>	Cost will be the individual quote from the health professional, plus 15%

You can learn more about clinical care and allied health services by looking at the items listed in *Personal and Clinical Care*, and *Allied Health Services* in our **Home Care Package Service Menu** at the end of this price list.

## Managing your Care and Support Services in your Home Care Package

Managing your Care and Support Services is an important of your Home Care Package. You will have a personal Care Coordinator. Your Care Coordinator will develop a personalised package of culturally appropriate services and goals, supporting you to live the life you want now and into the future. Your Care Coordinator will schedule and coordinate your services and be there to answer your questions.

Cost of Care Management (per fortnight)	Level 1	Level 2	Level 3	Level 4
	\$ 58	\$ 117	\$ 204	\$ 358

## Home Care Package management and administration

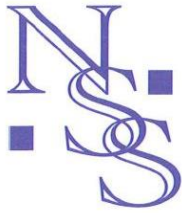
To make sure your Home Care Package properly supports your care needs, we must make sure that there is ongoing administration and quality assurance. We will prepare monthly statements, manage your package funds, train and supervise your care support workers, and comply with government quality standards.

Cost of Package Management (per fortnight)	Level 1	Level 2	Level 3	Level 4
	\$ 42	\$ 63	\$ 125	\$ 208



## Other costs and charges

Service Type	Description	Cost
<b>Transport</b> when it is part of your home care package	This is the cost per kilometre when staff transport you to appointments, take you shopping or to other social activities.	<b>\$ 1.50 per kilometre</b> In addition to your hourly service charge
<b>Services obtained through an external contractor</b>	<p>A fee applies when NSS engages and pays an external contractor or supplier to provide goods or services to you.</p> <p>For example, if you need an item of equipment, specialist services, or use of agency staff.</p> <p>We have put a cap on the amount that you pay for goods and major purchases. So, if you have a bathroom renovation that costs \$20,000 you will not pay \$3,000 (which is 15%), you will only pay the maximum amount of \$500.</p>	<p><b>15% of the cost of the goods or services (GST exclusive).</b></p> <p><b>Capped at \$ 500 per purchase.</b></p>
<b>Exit Fee</b>	If you decide to use a different Home Care Package Provider, or you no longer need your Home Care Package, an exit fee is charged. If there are no funds left in your government funded package, we will waive this fee.	<b>\$ 500</b>
<b>Services obtained outside of agreed package</b>	<p>When you pay a contractor or buy a piece of equipment yourself, and then claim this from us out of your package, we charge a service processing fee.</p> <p>Please talk to your Care Coordinator first before purchasing anything outside your Home Care Package Care Plan.</p>	<b>\$ 10 per invoice</b>
<b>External Provider Setup Fee</b>	When you choose contractors or care workers who are not in our system, we need to make sure they are appropriate and safe. We charge a one-off Setup Fee to cover these extra costs.	<b>\$ 50 per contractor</b>
<b>Travel Costs</b> out of area	If you live out of our normal service area, we may need to charge extra travel costs	<b>\$ 1.50 kilometre</b>



# Home Care Package Service Menu

**Talk to our team today on (02) 4969 3399 to discuss what you need**

Service Type	Activities	
<b>Personal and clinical care</b>	<ul style="list-style-type: none"> <li>▪ Showering</li> <li>▪ Dressing and undressing</li> <li>▪ Personal grooming</li> <li>▪ Toileting</li> <li>▪ Personal hygiene</li> <li>▪ Assistance with medication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continence management</li> <li>▪ Nursing and clinical support</li> <li>▪ Respite care</li> <li>▪ Assistance with collecting prescriptions</li> </ul>
<b>Support around the home</b>	<ul style="list-style-type: none"> <li>▪ House cleaning</li> <li>▪ Home maintenance</li> <li>▪ Cleaning of high areas</li> <li>▪ Window cleaning</li> <li>▪ Pet care - including feeding, bathing and grooming</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lawnmowing and garden maintenance</li> <li>▪ Laundry services in your home, including washing and ironing</li> <li>▪ Bed linen changes</li> <li>▪ Meal preparation</li> </ul>
<b>Social support</b>	<ul style="list-style-type: none"> <li>▪ Assistance with shopping and appointments</li> <li>▪ Assistance to attend social activities and events and to stay connected with your local community</li> <li>▪ Assistance to maintain hobbies and interests</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assistance you to access the internet and use online government services or connect with your community</li> <li>▪ Transport to out of town events and appointments</li> <li>▪ Exercise classes, gym visits, Pilates and yoga classes</li> </ul>
<b>Allied and personal health services</b>	<ul style="list-style-type: none"> <li>▪ Physiotherapy</li> <li>▪ Occupational therapy</li> <li>▪ Exercise physiologist</li> <li>▪ Podiatry</li> </ul>	<ul style="list-style-type: none"> <li>▪ Massage therapy</li> <li>▪ Speech therapy</li> <li>▪ Dietitian</li> <li>▪ Nutritionist</li> </ul>
<b>Goods and equipment</b>	<ul style="list-style-type: none"> <li>▪ Shower chairs</li> <li>▪ Recliners</li> <li>▪ Mobility aids including wheelchairs</li> <li>▪ Personal medical alarms</li> <li>▪ Sensor and monitoring equipment</li> <li>▪ Nebulisers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Hearing and vision aids</li> <li>▪ Aids to assist with eating</li> <li>▪ Hi-low beds</li> <li>▪ Pressure mattresses</li> <li>▪ Orthotics</li> <li>▪ Continence aids</li> <li>▪ Home Modifications for safety and accessibility</li> </ul>

**There are more Services than can be shown on this List. Talk to our team today on (02) 4969 3399**