

LHI HOME CARE PACKAGE SERVICES

Further to the attached Schedule of Charges for LHI's Home Care Packages, provided below is a brief summary of these Charges:

Care, Maintenance & Hospitality

These services include personal care and wellbeing, cleaning, homes support, social support and transport.

Due to the Staff penalty rates that apply to services between 5pm and 7am, additional rates apply to services provided during these times. Similarly, services provided on weekends and Public Holidays attract additional rates to cover these penalty costs.

LHI is also able to offer appointment times less than 1 hour. Due to the additional costs of these shorter appointment times, different rates apply to these service times. A unique feature of LHI's Home Care Packages is our ability to offer shorter service times. The minimum service time LHI is able to provide is 15 minutes at a cost of \$24.

Clinical Care

This relates to clinical nursing services provided by LHI's professional Nursing Staff.

The same penalty rates and shorter appointment time arrangements described above also apply to these Staff.

Care Management Fee.

This relates to the following services provided by LHI's professional Nursing Staff:

- Reviewing the Care Plan,
- Coordinating and scheduling services
- Providing a point of contact for the Resident and/or their family regarding the Package services.

These services will be charged to the Package as these services are provided by LHI.

For the purposes of the Budget that will be prepared for the Package, we will include an estimate of the Care Management hours each Package will require.

Package Management Fee

This Fee is to cover the costs associated with LHI's compliance with the regulatory requirements associated with providing Home Care Package services.

Invoice Processing Fee

This Charge applies where services or items are provided to a Package that involves a suppliers invoice that will need to be approved, processed and paid by LHI

Each month, we will provide a Home Care Package Statement which will record the total charges associated with each of the above services.

HOME CARE PACKAGE CHARGE RATES - 2019/20

| | Care, Maintenance & Hospitality (1) Rate per Hr (4) | Clinical (2) Rate per Hr (4) | Care Management (3) Rate per Hr (4) |
|---|--|---------------------------------|--|
| Minimum service time: 15 minutes where appropriate | | | |
| Monday to Friday - 7am to 5 pm | \$70.00 | \$105.00 | \$95.00 |
| Monday to Friday - 5pm to 7am | \$84.00 | \$126.00 | \$114.00 |
| Saturday | \$105.00 | \$157.50 | \$142.50 |
| Sunday | \$122.50 | \$183.75 | \$166.25 |
| Public Holiday | \$175.00 | \$262.50 | \$237.50 |
| Cancellation of service with less than 24 hours notice | Standard Service Fee will apply | | |
| Charge per Kilometre for transport | \$1 per km | | |
| Invoice Processing Fee | \$8 per invoice | | |
| Telephone checking service - daily call from LHI Staff | \$12 per week | | |

(1) Care, Maintenance and Hospitality comprises personal care and wellbeing, cleaning, home support, social support and transport.

(2) Clinical comprises professional nursing services

(3) Care Management comprises the coordination and scheduling of your services

(4) Different rates apply for services less than 1 hour. Minimum service time: 15 minutes: Cost: \$24. Refer to table below

| Other Fees | Level of Package | | | |
|------------------------------------|------------------|---------|----------|----------|
| | Level 1 | Level 2 | Level 3 | Level 4 |
| Package Management - per fortnight | \$31.72 | \$57.71 | \$126.87 | \$192.88 |
| Exit Fee - Includes GST | \$440 | \$440 | \$440 | \$440 |