



Rates and Fees

Effective from 1st July, 2024

Care Management and Package Management are a compulsory part of your Home Care Package, which includes a care assessment and planning by a dedicated Home Care Coordinator.

This Service Includes:

- Dedicated Home Care Coordinator
- Coordination of care and services
- Individualised care planning and reviews
- Fully trained staff
- Monthly financial statements
- Regular focus groups held at Glynde/Hope Valley
- Compliance with Aged Care Quality and Safety Standards

Lutheran Homes Group – Managed (Current and New Consumers)

PER DAY	PACKAGE MANAGEMENT	CARE MANAGEMENT
Level 1	\$3.38	\$4.50
Level 2	\$6.68	\$8.91
Level 3	\$14.54	\$19.39
Level 4	\$22.04	\$29.39

Self-Managed (Self-Managing Consumers who commenced prior to 1 July 2023)

PER DAY	PACKAGE MANAGEMENT	CARE MANAGEMENT
Level 1	\$3.38	\$3.60
Level 2	\$6.68	\$7.13
Level 3	\$14.54	\$15.51
Level 4	\$22.04	\$23.51

*As of 1st July 2023, Lutheran Homes Group has ceased new 'Self-Managed' Consumers

Personal Support

Personal Support services are provided by our Home Care staff, unless otherwise agreed.

Services Include:

- Personal care
- Personal grooming
- Assistance with showering
- Assistance dressing/undressing
- Meal preparation/support
- Wellbeing visit
- Transport

SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$87	\$113	\$140	\$153	\$113
45 min Rate	\$80	\$104	\$128	\$140	\$104
30 min Rate	\$58	\$76	\$93	\$102	\$76
#15 min Rate	\$36	\$47	\$58	\$64	\$47

- A transport fee of \$1 per km will be charged for mileage conducted during visits
- Minimum time of service is 30 minutes when providing transport outside of Lutheran Homes Group Retirement Living Villages

Medication Support

Medication Support is provided by our Home Care staff, unless otherwise agreed.

Services Include:

- Medication administration
- Medication prompt service
- Medication review

SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Fixed rate	\$36	\$47	\$58	\$64	\$47

- An assessment conducted by a Registered Nurse is required for initial and ongoing services

Domestic and Cleaning Support

We have a dedicated team of domestic and cleaning staff that are able to support you with the following services.

Services Include:

- Light dusting
- Vacuuming
- Sweeping
- Mopping
- Wiping of surfaces
- Laundry and ironing
- Bed and linen changes
- Cupboard and pantry cleaning

SUPPORT WORKER	MON-FRI 8AM - 5PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$83	As agreed upon		\$145	As agreed upon
45 min Rate	\$77	As agreed upon		\$145	As agreed upon
30 min Rate	\$56	As agreed upon			
#15 min Rate	\$35	As agreed upon			

- Services are provided by our cleaning or domestic staff
- Additional cleaning services can be requested and individually agreed upon

Home and Gardening Maintenance

We have an internal and external network of compliant providers of gardening and minor home maintenance.

Services Include:

- Lawn mowing
- Weeding and pruning
- Minor home maintenance
- Gutter cleaning

	MON-FRI 8AM - 5PM
Hourly Rate	\$83
45 min rate	\$77
30 min rate	\$56
#15 min rate	\$35

- Not available on weekends, public holidays or after hours

Allied Health and Therapy Services

We provide a variety of Allied Health and Therapy services internally, the following rates apply to our staff delivering these services.

	OCCUPATIONAL THERAPIST	PHYSIOTHERAPIST	DIETITIAN	ALLIED HEALTH ASSISTANT
Hourly Rate	\$142	\$138	\$142	\$87
45 min rate	\$130	\$127	\$130	\$80
30 min rate	\$94	\$92	\$94	\$58
#15 min rate	\$59	\$58	\$59	\$36

- Additional charge rates apply for documentation to be completed by a Occupational Therapist, Physiotherapist, or Dietitian. This is charged at \$23 per 10 minutes
- We have a list of brokered services providers who are able to deliver additional Allied Health and Therapy services including; Podiatry, Speech Pathology, Dietetics, and Exercise Physiology

Health and Wellness Groups

	PER SESSION
Exercise Group - Day Therapy Center (Glynde)	As per 'Day Therapy Center' fee schedule
Exercise Group - Movers Group (Hope Valley)	\$20
Out to Lunch (Glynde and Hope Valley)	As per 'Out to Lunch' schedule
Bus Trips < 3 hours	\$60
Bus Trips > 3 hours	\$120
Social Groups	\$20

- Each consumer attending an exercise group is required to undertake an assessment with an Occupational Therapist or Physiotherapist prior to the commencement of a group to determine suitability of the group and assist with the development of consumer goals

Nursing Services

Nursing Services are delivered by our Registered Nurses and Enrolled Nurses.

Services Include:

- Wound care
- continence management
- Catheter care
- Pain assessment
- Blood pressure monitoring
- Holistic health assessment and reviews
- Management of chronic conditions

	MON-FRI 7AM - 5PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$142	\$184	\$226	\$248	\$184
45 min Rate	\$130	\$169	\$208	\$227	\$169
30 min Rate	\$94	\$123	\$151	\$165	\$123
#15 min Rate	\$59	\$77	\$94	\$103	\$77

- Does not include wound and continence care related products, these are charged separately
- Additional charge rates apply for documentation and follow up - these are charged at the Monday to Friday hourly rate of pay

Respite/Social Support

Respite and social support services are provided by our Home Care staff, unless otherwise agreed.

Services Include:

- Social support in your home
- Social support in the community
- Support to attend a LHG social experience

SUPPORT WORKER	MON-FRI 6AM - 8PM	SAT	SUN	PUBLIC HOLIDAY	AFTER HOURS (WEEKDAYS)
Hourly Rate	\$87	\$113	\$140	\$153	\$113
45 min Rate	\$80	\$104	\$128	\$140	\$104
30 min Rate	\$58	\$76	\$93	\$102	\$76
#15 min Rate	\$36	\$47	\$58	\$64	\$47

15 Minute Services

- Lutheran Homes Group provides 15 minute services to Home Care Package Consumers residing within a Lutheran Homes Group Retirement Living Village.
- Consumers residing outside of a Lutheran Homes Group Retirement Living Village have a minimum service length of 30 minutes (unless otherwise agreed).

Cancellation Policy:

- The notice period for cancellations is 24 hours unless otherwise stated. The cancellation cost is the full cost of the scheduled service.

Brokered Service:

- Lutheran Homes Group has variety of compliant brokered services providers. If you would like to receive a service not listed, or service through an external provider, Lutheran Homes Group will endeavor to complete a Brokerage Agreement to support your assessed care need.