

Care Connect Pricing Guide

We understand it's important for you to stay in control of your life as you age. Whether you need a little help or more, we will empower you to choose the right balance of services and support which enable you to stay living at home for life.

The cost of your services and the cost of your provider are covered by your Home Care Package.

Our costs have two key components:

- Package Management — 13% fee
- Care Management — 16% fee

Package Management

Your Package Management fee covers regulated activities that Care Connect is duty bound to fulfill and includes setting up, and management of, the funding subsidy through Medicare, government reporting, quality reviews, compliance auditing and preparation of an itemised monthly statement to help you keep track of your funding and services.

Care Management

Care Management is an essential 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 may be provided in different ways including face-to-face or via phone or email and you will have access to our dedicated Care Centre team.

Care Management Includes:

- Dedicated Client Adviser
- Care Plan development and ongoing review
- Service scheduling and coordination
- Services tailored to your individual needs and cultural requirements
- Safety risk assessment and monitoring of your health and wellbeing progress
- Annual review of Home Care Agreement.

If you select a provider outside the Care Connect network, or need a reimbursement for an approved purchase, a 10% handling charge applies to those services and products. This charge is to ensure your services comply with aged care quality standards so that you remain safe, and covers processing charges. Rest assured though that the handling charge is capped at a maximum of \$100 per item, even if that item exceeds \$1000.

	Annual Subsidy	Annual Care Management	Annual Package Management	Total CCL charges	Available for Services
Level 1	\$8,927.90	\$1,427.15	\$1,160.70	\$2,587.85	\$6,340.05
Level 2	\$15,705.95	\$2,511.20	\$2,040.35	\$4,551.55	\$11,154.40
Level 3	\$34,174.95	\$5,467.70	\$4,442.05	\$9,909.75	\$24,265.20
Level 4	\$51,808.10	\$8,289.15	\$6,734.25	\$15,023.40	\$36,784.70

NB. These figures are approximate per My Aged Care published package values.

Pricing current from 16 July 2020