

# Home Care Package Fees

## Government Fees

The Australian Government may charge you a compulsory **Aged Care Income Tested Fee** if you accept a Home Care Package. If you receive a means tested pension such as an Age Pension, Disability Support Pension or Service Pension or, an Income Support Supplement, you may be required to pay an Age Care Income Tested Fee.

The **Department of Social Services (DSS)** or **Department of Veterans' Affairs (DVA)**, will assess your assets and income to **determine if you need to pay** an Aged Care Income Tested Fee.

**Community Interlink recommends that you undertake an Income and Assets Test with Centrelink prior to accepting a Home Care Package.**

If you are required to pay an Aged Care Income Tested Fee, your provider is legally mandated to collect it from you on behalf of The Commonwealth. This fee will be shown on your provider's **monthly statements**. The Aged Care Income Tested Fee is not a Community Interlink fee.

*As a health service alliance, our vision is to provide affordable Home Care to improve the lives of local people within our communities.*

*We're not out for profits. That's why, while never compromising on service quality, our fees and charges are always kept as low as possible.*

- ✔ No Basic Daily Fees
- ✔ No hidden charges
- ✔ Transparent
- ✔ No Start-Up Fees
- ✔ Genuine value for money
- ✔ Simple

## Administration Fees

Our Home Care Package Administration fees **fully cover** you **for all of your administration and finance** related services. That means, you won't be charged for things like calling or emailing us.

Level 1	Level 2	Level 3	Level 4
17%	17%	12%	12%

*"Our fees are open and transparent. There's no hidden extras."*

*"We won't charge you when you call us, or for moving an appointment."*

## Management Fees

We provide **three** Home Care Package management options so that you can choose the right level of support to suit your individual needs.

☆ Self-Directed Care	☆ Service Support	☆ Full Support
0%	18%	28%
<ul style="list-style-type: none"> <li>✓ Personalised Care Plan</li> <li>✓ Set-up of your services</li> <li>✓ Monthly Budget Statements</li> <li>✓ Annual Care Plan Review</li> </ul> <p><i>* Eligibility selection criteria applies.</i></p>	<ul style="list-style-type: none"> <li>✓ Personalised Care Plan</li> <li>✓ Set-up of your services</li> <li>✓ Monthly Budget Statements</li> <li>✓ Annual Care Plan Review</li> <li>✓ Ongoing service coordination</li> <li>✓ Careful monitoring of your Budget</li> <li>✓ Friendly local staff on hand to change your service schedule when you need</li> </ul>	<ul style="list-style-type: none"> <li>✓ Personalised Care Plan</li> <li>✓ Set-up of your services</li> <li>✓ Monthly Budget Statements</li> <li>✓ Annual Care Plan Review</li> <li>✓ Ongoing service coordination</li> <li>✓ Careful monitoring of your Budget</li> <li>✓ Friendly local staff on hand to change your service schedule when you need</li> <li>✓ Continual review of your care needs</li> <li>✓ Required service adjustments made for you</li> <li>✓ Advocacy when you need it to ensure that your rights are being upheld</li> <li>✓ Notification when you qualify for other relevant supports</li> <li>✓ Assistance with referrals to other services</li> </ul>

To get your care off to the best start, Community Interlink provides **Full Support for the first three months to all new consumers.**

## Exit Fees

Because **we keep all of our fees as low as possible**, when a Home Care Package finishes or is transferred from us, Community Interlink will charge an **Exit Fee** to cover our associated handling costs. This Exit Fee is automatically deducted from the consumer's Home Care Package.

Level 1 & 2 Home Care Packages incur a \$250 Exit Fee.

Level 3 & 4 Home Care Packages incur a \$500 Exit Fee.

*\* Exit Fees vary among other Home Care Package providers. Providers that do not charge Exit Fees may charge for the associated phone calls and paperwork involved when a Home Care Package finishes or is transferred to another provider.*