

ALL YOU NEED TO KNOW ABOUT FEROS HOME CARE PACKAGE COSTS

At Feros Care we're passionate about helping you to live a healthier, happier and better-connected life.

That's why our Home Care Packages (HCPs) are designed around your individual needs.

Pricing for our top services

Service Type	Weekday M-F 6am–6pm	Weeknight M-F 6pm–6am	Saturday	Sunday	Public Holiday
Cost per hour					
Personal care	\$73.00	\$80.00	\$100.00	\$126.00	\$153.00
Cleaning and household tasks	\$73.00	\$80.00	\$100.00	\$126.00	\$153.00
Light gardening*	\$73.00	\$80.00	N/A	N/A	N/A
In-home respite*	\$73.00	\$80.00	\$100.00	\$126.00	\$153.00
Nursing	\$125.00	\$136.00	\$170.00	\$215.00	\$261.00
Allied health	\$194.00	\$212.00	\$266.00	\$335.00	\$406.00
Psychology	\$220.00	\$241.00	\$302.00	\$380.00	\$461.00

*These prices apply when the service is delivered by a Feros Care team member. Where Feros Care engages an external contractor, the contractor fee is charged.



Stay connected and safe with our range of personal emergency alarms.

Visit feroscare.com.au/alarms to learn more.

Service Glossary

Personal care

We can assist with daily tasks like eating, toileting and bathing. We can also support with dressing, grooming, medication and more – helping you look and feel your best!

Cleaning and household tasks

We can support you with jobs like cleaning, laundry, changing linen and ironing, so that you have more time to do the things you enjoy.

Light gardening

We can mow the lawn and do a spot of weeding for you. Perhaps the veggie patch needs maintenance or there are new plants to be potted. We're here to help.

In-home respite

Whether it's for a day or overnight, our in-home respite service means we'll come to you so you can have a break, secure in the knowledge your loved one is being looked after with no disruption to their normal routine.

Nursing

We provide services tailored to your individual needs. This support extends to things like medication, dementia support, diabetes education, wound care, continence management and help after a hospital stay.

Virtual nursing

Our telehealth nurses use technology to provide vital care and monitoring – without the need to visit your home!

Allied health

Whether you need a little or a lot of care, we provide a range of allied health services, delivered by a team of qualified professionals, to help your health and happiness. Services may include physiotherapy, podiatry, remedial massage, occupational therapy and dietitian services.

Virtual Nursing

Weekly service fee	\$65.00
Weekly equipment fee	\$50.00
One-off set up fee	\$225.00

Virtual Social Centre

Unlimited access to Virtual Social Centre live and catch-up sessions.*

Weekly subscription	\$19.00
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*Excludes Internet connection. Clients will require a electronic device or computer to access the service. Subscription includes initial technical help.

Other Costs

	Level 1	Level 2	Level 3	Level 4
Package management (per fortnight)	\$55.15	\$97.00	\$211.09	\$320.01
Care management (per fortnight)	\$74.85	\$131.64	\$286.48	\$434.30
Mileage cost for transport	\$1.50/km where requested as part of service			

Please note: pricing current at 1/7/23. All prices quoted are GST exclusive.

It's all in your Home Care Statement

A HCP statement detailing all your income and expenditure is available every month on our MyFeros client portal.

The expenditure includes any services and/or purchases made, as well as any other applicable fees and services.

Your HCP budget and costs

When the government approves you for a Home Care Package (HCP) it allocates funds or a subsidy for your individual care package. This is combined with your own personal contributions, which may consist of a basic daily fee (as negotiated) and/or an income-tested care fee which is set by Centrelink (if applicable) and is called a HCP budget.

A brief explanation of our costs

Package management: Feros Care charges a package management fee, which contributes to the ongoing administration and organisational activities associated with operating a high quality Home Care Package service.

Care management: Care management is an important service that includes coordinating care and services that will help clients deliver on the goals identified in their Care Plan. Every Home Care Package, will require some level of care management. Clients are assigned a Feros Care Wellbeing Manager, who provides an individualised care management service, working in consultation with you.

Mileage cost for transport: When we take you to an appointment or social event as part of your service plan with us, the mileage is calculated and charged at \$1.50/km.

Additional information

Services: For services greater than 1 hour, multiply the hourly rate by the number of hours.

Urgent services: If you need services urgently while you are waiting for a government funded HCP, please contact our friendly advisors for information on our private services and a quote.

Cancellations: At least 24 hours' notice must be given for cancellations or the full cost of that service will apply, except for emergency hospital admissions.

Exit fees: We don't charge exit fees for HCP packages. We'll do our utmost to ensure you stay happy with the services we provide.

Overnight or 24 hour services: We offer overnight and 24 hour services if required. Please contact us for further information about these specialised services.

Contractors: When you choose an external provider where a Feros Care worker is available, and the fee of service is greater than the Feros Care rate, the charge will be the total cost of the invoice from the alternate provider.

Easy Payment Options

We invoice for services fortnightly. These invoices can be delivered via email or client portal MyFeros, accessible via myferos.com.au.

The best way to make payment to Feros Care is via Direct Debit, which is an automatic transaction, meaning you don't have to remember to pay the bill.

We also offer options for BPay.





What's next?

While it's not always easy to ask for help, the result can be life changing. When you choose Feros Care to provide your Home Care Package, your qualified Wellbeing Manager will visit you at home. Together we will design a personalised care plan to suit your needs.

We don't just want you to live. We want you to get your feet wet and your hands dirty. To laugh, have friends, be happy. To have dreams, ambitions, plans. We call it growing bold and we've been doing it for over 30 years. And because we're a community charity organisation, you know we're there for only you.

Call Feros Care today

 **1300 418 418** or
 **feroscare.com.au**