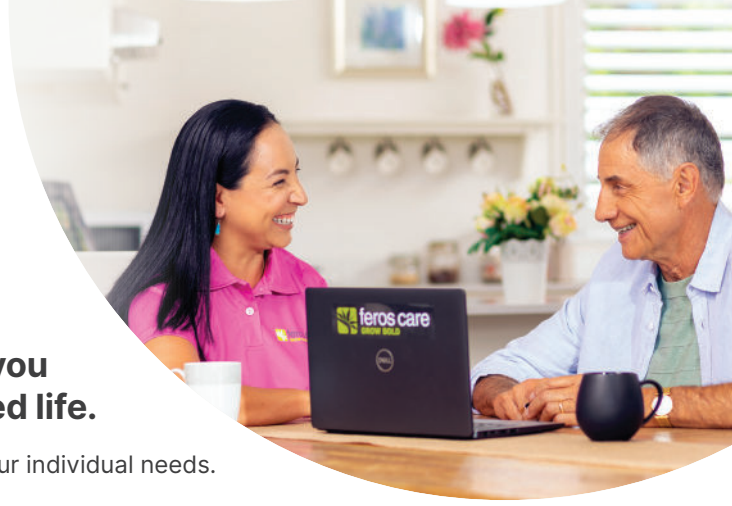


ALL YOU NEED TO KNOW ABOUT FEROS HOME CARE PACKAGE COSTS

At Feros Care we're passionate about helping you to live a happier, healthier 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	\$78.00	\$86.00	\$107.00	\$135.00	\$164.00
Cleaning and household tasks	\$78.00	\$86.00	\$107.00	\$135.00	\$164.00
Light gardening*	\$78.00	\$86.00	N/A	N/A	N/A
In-home respite*	\$78.00	\$86.00	\$107.00	\$135.00	\$164.00
Nursing	\$135.00	\$147.00	\$184.00	\$233.00	\$282.00
Allied health	\$194.00	\$212.00	\$266.00	\$335.00	\$406.00

*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. Please visit feroscare.com.au/hcpricing for the full breakdown.

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 1/7/24. All prices quoted are GST exclusive.

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're green thumbs at heart, and if you need some TLC in your garden, we're only a call away. Perhaps you need some help weeding, your veggie patch needs maintenance or there are new plants to be potted. We're here to help you maintain your safety and independence.

In-home respite

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.

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 group exercise, physiotherapy, exercise physiology and occupational therapy.

MyFeros and your Home Care Statement

Manage your HCP statement from the comfort of your home using our free online client portal, MyFeros. Stay up to date and view your statements, available every month online and in one convenient location.

MyFeros is easy-to-use, giving you confidence and peace of mind with every log-in. Just download the app or jump on the website to access your account and statements from anywhere, at any time.

feroscare.com.au/myferos

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.

After hours services: If required, we offer services after hours, Monday through Friday, as well as weekends and public holidays.

Private services: If you would like to add services or increase the level of services beyond what is funded through your Home Care Package, Feros Care offers private funding options. Reach out to our friendly team on **1300 418 418** to learn more.

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.

Since 1990, Feros Care has been empowering seniors to grow bold and live happier, healthier, and better-connected lives. Trailblazers who dare to be different in both aged care and disability support, we do more than simply make life easier. We enable people to be seen, to feel valued, to laugh, and to tap into the things that make them thrive.

Call Feros Care today.

 **1300 418 418**

 **feroscare.com.au**

Aged Care | Disability Support | Technology

 **feros care**
GROW BOLD