

TransCare Hunter Ltd

At TransCare our mission is to provide quality community transport, in-home assistance and community wellbeing services for clients across the Upper Hunter. Though providing these services we strive to allow clients to remain active within the community and living in their own home for longer.

Below are our prices from 1 July 2019 (these prices are subject to change with agreed notification period).

Service	Includes	Cost per hour	Saturday	Public Holiday
Domestic Assistance Monday to Friday	Basic Domestic Services: - Floors, mopping, vacuuming, sweeping, bathroom clean, clothes and linen washing, hanging out, changing bed, dusting, cleaning fridge, and other general requirements.	\$48.00	\$65.00	\$80.00
Extra Domestic	Extra Domestic Services: - Ironing, internal windows, spring clean, cupboards, de-clutter, oven clean, and other harder cleaning. Note: Staff do not climb ladders.	Extra \$10.00	N/A	N/A
Personal Care Monday to Friday and Saturday morning	Assistance with personal care needs: - Showering, dressing, grooming, hair, shave, skin care, in/out of bed, dental hygiene, and reminding you to have medication.	\$50.00	\$70.00	\$85.00
Social Support Monday to Friday	Accompanied activities: - Daily phone call, shopping, social outings, meet family/friends, local appointments, errands, and meetings. Pick up/drop off at door with volunteer or staff member by your side to assist you.	\$48.00	\$65.00	\$80.00
Respite Care Monday to Friday and Saturday morning	Support in your home: - Assistance for carers to have a break from their responsibilities. Staff can be at the home taking care of daily tasks whilst the carer/family go out for a well-deserved break.	\$48.00	\$65.00	\$80.00
Home Maintenance	Administration of home maintenance: - Regular lawn mowing, pruning, gardening, hedging, rubbish removal, and cleaning of outside the home. Odd jobs: - Change lightbulbs, tap washers, smoke detector batteries, and small maintenance jobs.	\$60.00	N/A	N/A
Aids Equipment and Home Modifications	TransCare can organise purchase of aids: - Safety, mobility, communication, emergency alarms and various equipment. Working with you to select the most suitable supplies for your individual needs.	Cost Varies		

Transport	Cost per kilometre is applicable to all travel to another location and return. Also Includes cost per kilometre for staff completing errands and shopping for you.	\$1.25 per km
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Per Fortnight	Level 1	Level 2	Level 3	Level 4
Basic Daily fee Government determines the amount. Full Pensioners are exempt from the income test.	Maximum of 3 hours' service Amount paid by you, dependant on your income test assessment by the Department of Human Services (Centrelink). Maximum \$132.16	Maximum of 5 hours' service Amount paid by you, dependant on your income test assessment by the Department of Human Services (Centrelink). Maximum \$139.86	Maximum of 12 hours' service Amount paid by you, dependant on your income test assessment by the Department of Human Services (Centrelink). Maximum \$143.78	Maximum of 20 hours' service Amount paid by you, dependant on your income test assessment by the Department of Human Services (Centrelink). Maximum \$147.56
Once Only Fee For the initial assessment, planning, agreement and set up of the package.	One-off fee taken from package \$150.00	One-off fee taken from package \$150.00	One-off fee taken from package \$150.00	One-off fee taken from package \$150.00
Care Management Care coordination, rostering, planning, review evaluation of all services.	Fortnightly taken from package \$50.00	Fortnightly taken from package \$80.00	Fortnightly taken from package \$180.00	Fortnightly taken from package \$250.00
Package Management Ongoing administration, statements, and managing package funds.	Fortnightly taken from package \$25.00	Fortnightly taken from package \$60.00	Fortnightly taken from package \$130.00	Fortnightly taken from package \$210.00
Package Management Self-managed by you	Nil	Nil	\$80.00	\$120.00

Home Care Package Amount		Level 1	Level 2	Level 3	Level 4
Basic Subsidy paid by the Government	Annually	\$8,750	\$15,250	\$33,500	\$50,750
Basic Subsidy paid by the Government	Per Fortnight	\$336	\$586	\$1,288	\$1,952

Additional Information: NO EXIT FEES Charged

Services: – Services are available in increments of 30 minutes. For services greater than 1 hour, multiply the hourly rate by the number of the hours.

Cancellations: – At least 24hrs notice must be given for cancellations or costs will be incurred (exception for emergency hospitalisation, or special circumstances).

Easy Payment Options: – Invoices are produced fortnightly in advance and are sent via email or post. Payments can be made via Direct Credit, EFT or over the counter at the TransCare office.

If you would like to discuss your personal needs, please call the office on 6545 3113.