

Bene Casa Home Care



Homes are often at the heart of our lives because they hold a lifetime of special memories and experiences. At Bene, we like to think that our clients are at the heart of all that we do too. We not only appreciate your goals, we make them our own so that you can enjoy your life to the fullest. That's why our Home Care support service is so important.

Perhaps you need a little extra help around your home or after a stay in hospital – you can rely on Bene Casa Home Care to provide daily or weekly services that support independent living in your own home. Our specialised nursing support, senior fitness, and lifestyle and wellness programs suit all kinds of needs, including the chronically ill and people with disabilities.

A new lease on life

Home life is just the start. Imagine a personal concierge style service that eases daily burdens and provides just the right level of independence you need to get out and about with friends, family and your community. With Bene, a little help can go a very long way.

You may need a little personal shopping assistance, some help with the cleaning and laundry, or transport to appointments and social outings. It's like help from family or friends who know when and where to make living at home a bit easier and safer, so you'll be free to pursue your interests and discover more time to enjoy life.



All the services you need

Bene Casa offers a wide range of services.

Home & Garden

- Cleaning
- Spring cleaning
- Bed-making and linen change
- Laundry and ironing
- Cooking
- Grocery shopping
- Bill payment
- Home maintenance
- Garden maintenance

Personal Support

- Dressing and undressing
- Bathing and showering
- Grooming
- Personal hygiene
- Assistance with eating
- Medication management
- Wound care
- Pain management
- Toileting
- Continence management
- Chronic disease management
- Diabetes care support
- Dementia care support
- Palliative care support
- Overnight care
- 24-hour access to emergency assistance
- Assistive technology
- Aids and equipment
- Home modifications

Lifestyle & Wellness

- Staying social at home
- Staying social out and about
- Group and one-on-one social activities
- Support to maintain hobbies and interests
- Personal transport and chaperone
- Personal shopping assistance
- Allied health services
- Personal trainer
- Specialist gym for senior fitness
- Pet care support



How to access care

Depending on your needs and circumstances, there are several ways to access home care services. If you meet the eligibility criteria, government funding may be available through Home Care Packages or the Commonwealth Home Support Program. Alternatively, you can pay privately for any of our services at any time.

Further information about how to access care and an explanation of home care costs are available on the Bene website.

Or simply call the Bene customer service team on 08 8131 2000 for step-by-step assistance to help you understand the options available and support you through the My Aged Care referral process.

Care planning and goal setting

With Bene Casa Home Care, you are in control of the support services that you receive. In consultation with Bene, you can decide the level of involvement that you wish to have in managing your care plan and choose the care and services that best meet your goals.

Your personal Case Manager will be with you every step of the way to assist you in the decision-making and management of your care plan. Rest assured they will approach any concerns you may have with compassion and sensitivity. Working with you, Bene will help design an ongoing program of health and lifestyle support services that's just right for you.

For further information and advice specific to your situation, please call 08 8131 2000 or email community@bene.org.au to arrange a one-on-one consultation with a Bene customer service team member.

Home Care Costs Explained

Depending on your needs and circumstances, there are several ways to access your home care services. If you meet the eligibility criteria, Government funding may be available through Home Care Packages (HCP) or the Commonwealth Home Support Programme (CHSP). You can also pay privately for any of our services at any time.

Government Subsidised Care

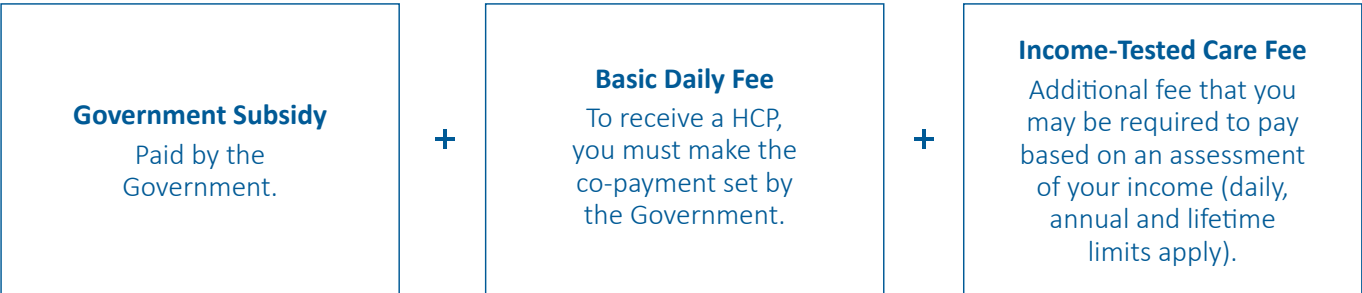
Home Care Packages (HCP)

HCP provides Government funded home care designed for older people requiring more **comprehensive and tailored services**.

There are four levels of Home Care Packages available to meet different levels of care needs.

- ✓ Level 1 – basic support
- ✓ Level 2 – low level support
- ✓ Level 3 – intermediate support
- ✓ Level 4 – high level support

Your home care package has the following fee structure:



Your home care package fees cover three main service components:



Commonwealth Home Support Programme (CHSP)

CHSP provides Government funded home care designed for older people requiring **entry level services**. For detailed information on CHSP, please contact our friendly customer service team on 08 8131 2000.

Privately Funded Care

Bene's fee-for-service option may be the solution for you.

Our fee-for-service option is suitable for people who are;

- ✓ On a wait list for a government subsidised home care service
- ✓ Already receiving a Government subsidised home care service but would like additional services
- ✓ Do not qualify for funding support.

There's less paperwork, less waiting and you can work directly with Bene to design a level of service that's tailored to your circumstances.

For further information or step-by-step assistance accessing Home Care services, contact Bene on 08 8131 2000.

Additional information on aged care services is available on www.myagedcare.gov.au or by calling 1800 200 422.

Fees Sheet for Home Care Packages



Home Care Subsidy Rates - Fees & Charges as of September 2021

HCP Level	Subsidy Rate (daily)	Subsidy Rate (per week)	Subsidy Rate (per fortnight)
Level 1	\$24.73	\$173.11	\$346.22
Level 2	\$43.50	\$304.50	\$609.00
Level 3	\$94.66	\$662.62	\$1,325.24
Level 4	\$143.50	\$1004.50	\$2009.00

Fees and Charges

HCP Level	Basic Daily Fee		
	Daily Fee	Weekly Fee	Fortnightly Fee
Level 1	\$9.88	\$69.16	\$138.32
Level 2	\$10.44	\$73.08	\$146.16
Level 3	\$10.74	\$75.18	\$150.36
Level 4	\$11.02	\$77.14	\$154.28

HCP Level	Package Management Fee
	Fortnightly Fee
Level 1	\$34.62
Level 2	\$60.90
Level 3	\$119.27
Level 4	\$180.81

HCP Level	Care Management Fee	
	Approx hours per fortnight	Fortnightly Fee
Level 1	1	\$37.64
Level 2	1	\$66.99
Level 3	2	\$106.02
Level 4	3	\$200.90

HCP Level	Total Funds Less Care Management & Package Management Fees
	Fortnightly
Level 1	\$412.28
Level 2	\$627.27
Level 3	\$1,250.31
Level 4	\$1,781.57

Community Schedule of Services & Rates - Effective 27 July 2021



Service	Min Time	Mon - Fri 7am - 8pm	Mon - Fri 8pm - 7am	Sat	Sun	P/Hol
Nursing Services	½hr	\$86 / hr	Contact Bene for details			
Physiotherapy	1hr	\$95 / hr	*Brokerage fee applies			
Occupational Therapy	1hr	\$95 / hr				
Podiatry	1hr	\$135 / hr				
Dietician	1hr	\$135 / hr				
Home Maintenance	1hr	\$67 / hr				
Personal Care	½hr	\$67 / hr	\$80.50 / hr	\$80.50 / hr	\$90.45 / hr	\$134 / hr
Household tasks – Ongoing Occasional / Spring Clean	½hr	\$67 / hr	N/A	N/A	N/A	\$134 / hr
Shopping and bill paying	1hr	\$67 / hr	N/A	N/A	N/A	\$134 / hr
Pick up and drop off to appointments, events, social outings	½hr	\$67 / hr +\$1.00 / km	N/A	\$80.50 / hr +\$1.00 / km	\$90.45 / hr +\$1.00 / km	\$134 / hr +\$1.00 / km
In Home respite	1hr	\$67 / hr	\$80.50 / hr	\$80.50 / hr	\$90.45 / hr	\$134 / hr
Centre Based Activities & Respite 10am to 2pm	Per day	\$165 per day including meals and transport (As of 1st July 2019)				
Sleepover - Inactive 10pm to 6am (Carer sleeps but is 'on-hand' to assist one time during the night. Any additional up time is charged at 1 hour for each up instance)	8hrs / overnight	\$320	N/A	\$375	\$375	\$450
Sleepover - Active 10pm to 6am (Carer is awake for active duties all night)	8hrs / overnight	\$598	N/A	\$710	\$710	\$810
Cancellation Fee	Full fee applies if not notified by 4pm prior day					
Nursing initial and yearly comprehensive assessment	\$86 / hr plus ancillaries at cost					
Physiotherapy initial and yearly assessment / review	\$95 / hr plus ancillaries at cost *Brokerage fee applies					
Goods and Equipment	Cost of Goods / Equipment plus 15% processing fee (Capped at \$75.00 for \$500 and over)					

*Brokerage Fees

Allied Health and Home Maintenance services are charged at cost plus 15% brokerage fee. (Capped at \$75.00 for \$500 and over)

Services delivered by non-Bene staff are charged at cost plus 15% brokerage fee. (Capped at \$75.00 for \$500 and over)