

Care Connect Pricing Guide

Helping you to live happily and safely at home is at the heart of what we do. Our services have been developed to ensure that you receive the quality of care and attention you deserve.

Client Advice

When you join Care Connect, one of our caring Client Advisers will get to know you to understand your current and future home care needs. Your Client Adviser will work with you to select the right services that you need to stay secure, supported and happy in your home.

What your Client Adviser will do for you:

Care Planning: We will design a tailored home care plan that provides the services and support you need. We also provide an itemised budget so you can see how your funding is being spent. There are two options for Care Planning that you can choose from – Bronze or Gold, and the best option for you will depend on the kind of support you need. Care Planning is completed in the first month you are with Care Connect and reassessed each year thereafter.

Ongoing Advice & Guidance: Providing you with personal and expert Ongoing Advice & Guidance means that your adviser is there to talk to when your needs change. There are three options of Ongoing Advice and Guidance which are Bronze, Silver or Gold, and we will guide you to the right level of Client Advice hours depending on your needs and Home Care Package level.

Client Advice	Bronze	Silver	Gold
Care Planning – annual	\$880 per annum		\$1,320 per annum
Ongoing Advice & Guidance	\$660 6 hours p.a	\$1,320 12 hours p.a	\$2,640 24 hours p.a

Services

Care Connect provides one of the widest ranges of services available. These include your care at home through to finding community activities you can be involved in, or helping you to keep up with hobbies and interests. We understand that staying at home doesn't always mean being at home, and your adviser will help you find and achieve what it is that makes your life better.

A processing charge is applied to services and goods including reimbursements and vouchers.

Depending on your choice of Advice and Guidance package level, you will have **70 to 74%** of your Home Care Package to spend on services.

Administration

Your administration charges cover the regulated activities Care Connect needs to fulfil in order to manage your Home Care Package. This includes the setting up and management of the funding subsidy through Medicare, government reporting, regulatory reporting, quality checks, and auditing for compliance. It also gives you access to our dedicated Care Centre team. When you have any questions or concerns about your services, our Care Centre team are a human voice you can turn to for help.

To help you keep track of your funding and services, you will also receive an itemised monthly statement.

Administration charges	11% Home Care Package Level 1 & 2
	21.5% Home Care Package Level 3 & 4

Exit charge

We are confident that when you experience our service you won't want to leave. In case you do, the exit charge covers the administrative cost of helping you move your services to another provider.

Exit charge	\$499
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Pricing current from 1st September 2018