

What fees will I be charged?



Need help?
1300 866 228

Care Connect charges a Package Management fee of 13% (all providers charge this fee) and a Care Management fee of 17%. The inclusions are outlined below in detail.

Package Management 13%*

This is an essential cost for all Home Care Packages. It covers administration the Federal Government requires to manage your Home Care Package funds.

For example, the set-up needed to distribute and manage your funding and all required essential correspondence.

Setting up and managing the funding subsidy through Services Australia.

Reporting back to the Government.

Carrying out quality compliance assessments.

Preparing monthly statements and annual reviews.

* This is a baseline fee charged by most HCP providers.

Care Management 17%

This covers all services provided by your dedicated Care Connect team. It includes getting to know you so that we understand your care needs and partnering with you to tailor a personalised care plan. We can also advocate for you to ensure you are maximising your future care options.

Working with you to map out goals and tailor a personalised care plan.

Connecting with your family and carers as you prefer to understand your care needs.

Scheduling care and support.

Checking-in regularly to see how you are.

Annual review of your care plan.

Advocating for you e.g. communicating with health providers, Government agencies or utility providers on your behalf.

Helping you connect with your local community.



Not-for-profit



Vaccinated workers



Approved Home Care Package Provider

care  **nnect**

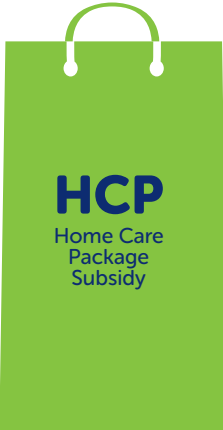
Life, made easier

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Home Care Packages (HCP) come in four different levels of funding. The table below helps explain how the Package Management fee and the Care Management fee apply.

Package level		1	2	3	4
Total package amount		\$10,271	\$18,063	\$39,310	\$59,953
	Package Management fee	\$1,335	\$2,348	\$5,110	\$7,747
	Care Management fee	\$1,746	\$3,070	\$6,682	\$10,130
	Service and Product costs <small>If applicable, the 12% handling fee is charged as per details below.</small>	\$7,190	\$12,645	\$27,518	\$42,076

Understanding the 12% handling fee

We charge a 12% handling fee on invoices and reimbursements. This fee is capped at \$120 per item for all expenses over \$1000. We only charge this fee if you (1) require reimbursements for products purchased in relation to your care or; (2) need us to make a one-off purchase on your behalf. The handling fee covers handling invoices and payments. This fee is not charged separately. It is delivered as part of an all-inclusive service price to clients, in line with Government guidance.

NB: These figures are approximate as per My Aged Care published package values. Pricing is current from as of July 2023. Pricing aligns with the Department of Health Pricing Transparency and Comparability Schedule. Home Care Package subsidies are reviewed by the Government annually.