



Elder Care Connect Pty Ltd

The Home Care Package Program is a government-funded initiative designed to support older Australians living independently at home for as long as possible. It provides access to a range of personalised care and support services tailored to each individual's needs.

Home Care Packages are available at four levels, each offering a different amount of funding to help cover the cost of home care services provided by Elder Care Connect. This ensures that individuals receive the right level of support to maintain their wellbeing and quality of life.

Our Guide to Fees and Charges As of 1st April 2025

At Elder Care Connect we take a personalised and caring approach to in-home support, focusing on the small details that make life at home more comfortable. You'll always know the cost of each service upfront, and we'll regularly check in to make sure your care continues to suit your needs. Our commitment is to provide clear, honest communication so you feel informed and supported every step of the way.

Package Management Fees

Our package management service is designed to help clients make the most of their aged care funding. We support you by managing budgets, coordinating services, and tailoring care to suit your individual needs—so you can focus on your health and wellbeing. By handling the administrative tasks like budgeting, financial reporting, and compliance, we make the process simple and stress-free, ensuring you receive the right support at the right time and the best value from your package.

	Level 1	Level 2	Level 3	Level 4
Fee Per Week	\$23.00	\$45.00	\$195.00	\$290.00

Care Management

Our care management service provides personalised support to help clients navigate their aged care journey with confidence. We work closely with clients and their families to develop a tailored care plan that reflects their individual goals, preferences, and changing needs. Our care managers coordinate and monitor services, advocate on the client's behalf, and ensure they receive the right care at the right time. We aim to enhance quality of life by delivering compassionate, responsive, and professional support.

	Level 1	Level 2	Level 3	Level 4
Fee Per Week	\$31.50	\$55.00	\$126.00	\$188.00

The Home Care Packages are funded depending on the level of assistance required.

- ❖ Level 1: Basic assistance
- ❖ Level 2: Low-level care
- ❖ Level 3: Intermediate care
- ❖ Level 4: High-level care

Level 1 Home Care Package.

Persons with a level 1 package are still independent and able to perform most day-to-day tasks on their own and are regarded as basic care. The amount of yearly funding is \$10,687.20. Some of the common services are:

- ❖ Personal care
- ❖ Domestic Assistance
- ❖ Social Support
- ❖ Shopping
- ❖ Transport
- ❖ Meal Preparation
- ❖ Basic Home and Garden Maintenance

You can receive 3 to 4.5 hours of support per fortnight.

Level 2 Home Care Package.

A level 2 package aims to assist persons who require a little more assistance and is regarded as low-level care. The amount of yearly funding is \$18,793.85. Services for level 2 include:

- ❖ Personal Care
- ❖ Domestic Assistance
- ❖ Social Support
- ❖ Shopping
- ❖ Transport
- ❖ Meal Preparation
- ❖ Loan of Basic Care Equipment
- ❖ Basic Home and Garden Maintenance
- ❖ Some Nursing Care

You can receive 5.5 to 8 hours of support per fortnight.

Level 3 Home Care Package.

A level 3 package aims to support persons who need more help in order to remain safe in their home and is regarded as intermediate care. The amount of yearly funding is \$40,905.55. Services for level 3 include:

- ❖ Personal Care
- ❖ Domestic Assistance
- ❖ Social Support
- ❖ Shopping

- ❖ Transport
- ❖ Meal Preparation
- ❖ Household Assistance
- ❖ Assistance with Aids and Appliances
- ❖ Medication Management
- ❖ Allied Health Support
- ❖ Nursing Support
- ❖ Support with Changes to memory and/or Behaviour

You can receive 12.5 to 18 hours of support per fortnight.

Level 4 Home Care Package.

A level 4 package aims to support persons who require high-level care. The amount of yearly funding is \$62,013.5. Services for level 4 are:

- ❖ Personal care
- ❖ Domestic Assistance
- ❖ Social Support
- ❖ Shopping
- ❖ Transport
- ❖ Meal Preparation
- ❖ Household Assistance
- ❖ Assistance with Aids and Appliances
- ❖ Medication Management
- ❖ Allied Health support
- ❖ Nursing Care
- ❖ Support with Changes to memory and/or Behaviour

You can receive 18.5 to 25 hours of support per fortnight.

Our Services Include:



Personal Care

Our personal care services are designed to support our clients with their daily routines, helping them maintain independence and dignity at home. Our trained and compassionate carers provide assistance with tasks such as bathing, dressing, grooming, and toileting, always respecting the client's comfort and preferences.



Cleaning and Household Tasks

Our cleaning and household services are designed to keep your home comfortable, safe, and well-maintained. We can assist with regular tasks such as vacuuming, dusting, mopping, and laundry, as well as more specific needs like changing bed linens and organising spaces.



Nursing Care

Our nursing care services provide professional, compassionate support to help our clients manage their health needs at home. Our experienced registered nurses can assist with wound care, medication management, continence support, and monitoring of chronic conditions. Our goal is to deliver high-quality clinical care in the comfort of your home, ensuring you feel safe, supported, and confident in managing your health.



Cooking and Meal Preparation

Our cooking and meal preparation services are designed to make mealtime easier and more enjoyable. We can help with meal planning, grocery shopping, and preparing nutritious meals tailored to your dietary needs and preferences. Our goal is to support your wellbeing with convenient, home-cooked meals that make daily life more comfortable.



Home Maintenance

Our home maintenance services are designed to keep your home safe, comfortable, and well-maintained. We can assist with a range of tasks, including minor repairs, changing light bulbs, window cleaning, gutter cleans, solar panel cleaning, water blasting around your property and general upkeep. Our reliable team ensures that your home remains in good condition, helping to prevent small issues from becoming bigger problems.



Gardening

Our trusted third party teams can support you with light gardening services of lawn mowing, edging, trimming, hedging and weeding around your home.



Shopping

We can support you with your shopping needs both locally and online.



Transport

We can organise transport to and from the shops, your medical appointments, any community events.



Overnight Sleepover

Overnight care is ideal for those who need the peace of mind of on-call support throughout the night, and our sleepover service offers reassurance and assistance whenever you may need support.



Companionship

Our trusted local Home Support Workers are here to support you in a way that suits your lifestyle. They take the time to understand your preferences—whether that means enjoying quiet companionship at home or staying active and engaged in the community through activities you enjoy.



In-home Respite

We understand that carers need support as well. Our in-home respite service can provide short-term care for your carer.

Elder Care Connect Prices for Care Services

Services	Mon – Fri 6am – 8pm Per Hour	Evening 8pm - 12pm Per Hour	Saturday Per Hour	Sunday Per Hour	Public Holiday Per Hour
Personal Care	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
Cleaning & Household Tasks	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
In-Home Respite	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
Shopping	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
Cooking & Meal Preparation	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
Companionship	\$79.00	\$97.00	\$116.00	\$141.00	\$172.00
Nursing	\$95.00	Available on Request	Available on Request	Available on Request	Available on Request
Travel	\$79.00 + \$1.20 per km	-	-	-	-
Gardening	\$79.00	-	-	-	-
Home Maintenance	\$79.00	-	-	-	-
Overnight Sleepover	Available on Request				

Other Services



Allied Health

Our trusted third-party specialists can help you improve or regain your strength, balance, mobility, and coordination, supporting your independence and overall well-being. As these services are personalised, prices may vary and will be discussed with you at the time of booking.

- ❖ All services can be provided as a private client.

Terms and Conditions

- ❖ Effective as of 1 April 2025
- ❖ Services provided through Home Care packages are GST free. GST may apply if additional services are required or you are not eligible for services subsidised by the Commonwealth Government.
- ❖ Elder care Connect does not charge an exit fee and there is no basic daily fee.
- ❖ Elder Care Connect must be advised if services are to cease or change of frequency is required. We reserve the right to charge if notification is given after 4:30pm on the day prior.
- ❖ A minimum of two-hour service fee is recommended unless otherwise negotiated with your Care Manager.
- ❖ Rates will be reviewed on the 1st July 2025.