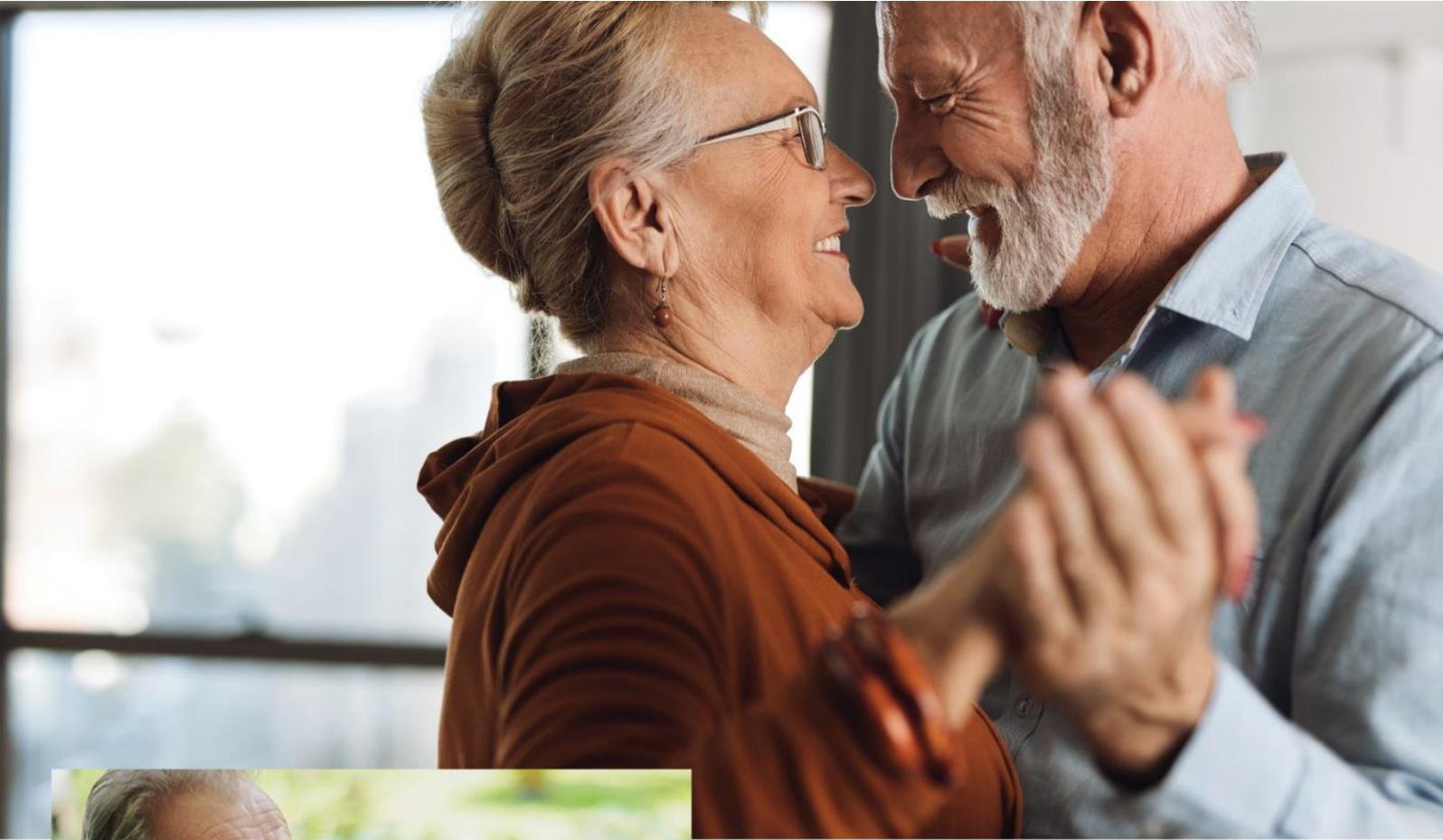


# A Guide to Fees and Charges





## *Our vision*

### LEADERS IN AGEING EXCELLENCE

*'Our job is improving the quality of life, not just delaying death.'* - Robin Williams.

The Shoreline Community Care is a continuation of the incredible success of The Shoreline brand. With the same vision of providing the highest quality lived experiences, The Shoreline Community Care is a modern provider that tailors its service to your preferences.

Our systems are designed to ensure you as the client feel a sense of comfort when our staff knock on the door. We are a provider that prioritises your experiences and sense of purpose. Our staff will be hand-picked and trained to deliver the highest levels of customer service, which coupled with a strong sense of community values that enhance your connection to the region.

All our clients will have the choice of where, when, and what the services delivered are. With a clinician-led model, your personal and clinical care is in good hands.

## A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

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The Shoreline Community Care is a local provider that specialises in luxury service provision and a customer centred approach to every interaction. We provide care to a range of clients, no matter their need, our specialist team of passionate clinicians and staff are here to support you throughout your journey.

The Shoreline Community Care provides services under multiple funding methods. Depending on the assessments completed by the government we can tailor the service to match the funding mechanisms. The following fees and charge rates are standardised no matter the funding method you are using.

Please note certain government funded services have additional charges as outlined on page 9 of this document.

This document reflects prices current as of September 2024, any updates to your existing services with The Shoreline Community Care will be communicated with you directly via formal communication.

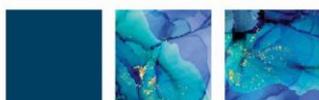
### CLEANING AND HOUSEHOLD TASKS

The Shoreline Community Care engage specialist staff dedicated towards ensuring your home is spotless. Our staff complete a wide range of household tasks including vacuuming, mopping, bathroom cleans, in home laundry support and much more.

Enjoy the comfort of a clean home, while getting to know our incredible team of highly trained staff.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$60
Monday to Friday (6pm to 6am)	\$75
Saturday	\$90
Sunday	\$105
Public Holiday	\$150

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*



## A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

### GARDENING

Enjoy your natural environment, with a gardening service that works alongside you in ensuring the outside of your home is neat, tidy and cared for by our green thumbs. Basic tasks completed by our staff include mowing the lawn, weeding, planting and watering ensuring you can take pride in your home.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$75
Monday to Friday (6pm to 6am)	\$94
Saturday	\$113
Sunday	\$131
Public Holiday	\$188

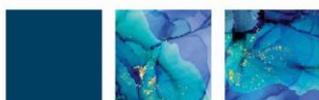
*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*

### PERSONAL CARE AND DOMESTIC ASSISTANCE

No matter your needs, our qualified and highly trained Companions (also known as Personal Carers or Assistant Nurses) can assist you in the home, providing a range of services that are directed by you and your needs. With a comprehensive clinical assessment being completed for you prior to the delivery of care services, be confident that The Shoreline's Community Companions will provide you with the best quality services.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$70
Monday to Friday (6pm to 6am)	\$88
Saturday	\$105
Sunday	\$123
Public Holiday	\$175

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*



# A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

## SOCIAL AND ESSENTIAL OUTINGS

Enjoy the thriving region with our outings service and go on a lovely trip to the local shops, markets, beaches or wherever else you need. Transported by our lovely staff, The Shoreline Community Care is ready to ensure you remain connected.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$70
Monday to Friday (6pm to 6am)	\$88
Saturday	\$105
Sunday	\$123
Public Holiday	\$175

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*

## COMPANIONSHIP

Looking to make new friends? The Shoreline Companionship service is a tailored offering in which we work with you in ensuring our friendly, compassionate, and dare we say talkative staff, visit and spend social time with you. Want to learn a new skill, trade stories, have a nice conversation, or even just have the comfort of being checked in on? The Shoreline Companionship service sounds like the perfect opportunity.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$70
Monday to Friday (6pm to 6am)	\$88
Saturday	\$105
Sunday	\$123
Public Holiday	\$175

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*



## A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

### REGISTERED NURSING

Our aging focused clinicians are ready to provide a variety of services, including wound care, medication management, line management and much more. Specialists in this field our Registered Nurses will build their clinical assessments with you, for you.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$95
Monday to Friday (6pm to 6am)	\$119
Saturday	\$143
Sunday	\$166
Public Holiday	\$238

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*

### ENROLLED NURSING

Our enthusiastic Enrolled Nurses can complete basic clinical tasks ensuring your care and wellbeing are put at the forefront. With our highly skilled and customer focused approach, The Shoreline Community Cares Enrolled Nurses will impress you with their detailed knowledge and ability to prioritise your holistic wellbeing.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$80
Monday to Friday (6pm to 6am)	\$100
Saturday	\$120
Sunday	\$140
Public Holiday	\$200

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*



# A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

## OCCUPATIONAL THERAPY

Our functional specialists are here to help you maximise your independence and assist you in meeting your goals. Whether that be pain management, recovery, or functional improvement our Occupational Therapy services are here to support you.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$140
Monday to Friday (6pm to 6am)	\$175
Saturday	\$210
Sunday	\$245
Public Holiday	\$350

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*

## PHYSIOTHERAPY

Need help moving or recovering post injury? Our Physiotherapy services work on assessing, diagnosing, treating, and preventing disability or diseases that limit your functional capacity. Our experts in body movement and function can't wait to meet you.

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$140
Monday to Friday (6pm to 6am)	\$175
Saturday	\$210
Sunday	\$245
Public Holiday	\$350

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*



## A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

### PODIATRY

Having trouble with your toenails? Noticing unusual foot pains or changing foot conditions? Our podiatry services might be just the thing you need. Book in a consult and you will never go back!

	Hourly Rate*
Monday to Friday (6am to 6pm)	\$95
Monday to Friday (6pm to 6am)	\$119
Saturday	\$143
Sunday	\$166
Public Holiday	\$238

*\*Please note that the minimum booking amount is for one hour, you will then be charged in half hourly increments*

### HOME CARE PACKAGE – GOVERNMENT SUBSIDY RATES

Home Care Package Level	Daily Government Subsidy Rate	Fortnightly Government Contribution
Level 1	\$29.01	\$406.14
Level 2	\$51.02	\$714.28
Level 3	\$111.04	\$1,554.56
Level 4	\$168.33	\$2,356.62



## A GUIDE TO FEES AND CHARGES – COMMUNITY CARE

### OTHER APPLICABLE SERVICE FEES

The Shoreline Community Care provides services under multiple funding sources. This means that there are different service fees applicable depending on how you access our service.

The following table outlines the various service fees to be mindful of. These fees will be discussed with you by our Community Case Coordinator and outlined in your budget that is provided to you on service commencement. The Shoreline reserves the right to waive certain fees and enforce others as per the agreement made upon service commencement.

	Service Fee Title	Rate
Home Care Package	Care Management Fee	Per Fortnight Level 1 - \$39.50 Level 2 - \$83.37 Level 3 - \$196.56 Level 4 - \$297.97
	Package Management Fee	Per Fortnight Level 1 - \$39.50 Level 2 - \$83.37 Level 3 - \$196.56 Level 4 - \$297.97
	Income Tested Care Fee (may not be applicable)	Variable dependant on Government Assessment

	Service Fee Title	Rate
Private Pay Services	Private Service Admin Fee	<b>10% of total service provided per month</b>  e.g. Four 1-hour cleaning services at \$60 an hour occurred over month. Totalling \$240. With private service fee of 10% of \$240 – total amount payable is \$264 for the month.

	Service Fee Title	Rate
All Community Care Services	Travel Fee / KM	\$1.30

