



## Provider Information on Service Delivery and Pricing

Effective 1 July 2025, **until** commencement of the Support at Home Program on **1 November 2025**.

The updated rate is aligned with the existing **Home Care Package model** and reflects regular annual cost changes. It will remain in effect from 1 July to 31 October 2025, in preparation for the upcoming Support at Home reforms starting 1 November. For any enquiries, please contact Fanny on 0422 799 320.

### Home Care Package Subsidy

Approximate Home Care Package Subsidy	Level 1	Level 2	Level 3	Level 4
Annual	\$10,698.15	\$18,812.10	\$40,945.70	\$62,075.55
Fortnight	\$410.34	\$721.56	\$1,570.52	\$2,380.98
Daily	\$29.31	\$51.54	\$112.18	\$170.07

Note: You may be required to contribute to the cost of your aged care by paying an Australian Government Income Tested Care Fee. The Home Care Package funding amounts are current as of 1<sup>st</sup> March 2025. Further information about your contributions is available on [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Package Management Fee

General management for your package, including staff checks, induction, managing package funds and statements, government audits, and training.

Terms	Level 1	Level 2	Level 3	Level 4
Fortnightly Rate	\$35.29	\$62.05	\$135.06	\$204.76
Daily Rate	\$2.52	\$4.43	\$9.56	\$14.63

### Care Management Fee

Care management is a mandated service that includes coordinating care and services that will help you deliver on the goals you identified in you Care Plan.

Terms	Level 1	Level 2	Level 3	Level 4
Fortnightly Rate	\$82.04	\$144.31	\$314.10	\$476.14
Daily Rate	\$5.86	\$10.31	\$22.44	\$34.01

All care management and associated Care Plans are created uniquely to the individual consumer by consultation and reviewed annually to ensure continued levels of excellent care. Our care management includes ongoing assessment of your needs, goals and preference, reviewing and agreeing the care plan, coordinating and scheduling your services, and ensuring care and services are aligned with other supports and providing general support such as ensuring the care you receive is respectful of your culture and identifying and addressing risks to your safety, health and wellbeing. **The Chinese Fraternity Association of Queensland (CFAQ)**, across our network of care offices, does NOT change package management and administration fees associated with the management of records, preparation of invoices and monthly statements. Our published rates are all-inclusive with no additional fees for ANY package management and administration.



## Basic Daily Fee

This fee is set by the government at a percentage of the single basic age pension; it varies (from 15.68% to 17.50%) depending on your Home Care Package level. The basic daily fee is added to the government subsidy to increase the funds available to you in your Home Care Package budget.

Basic Daily Fee*	Level 1	Level 2	Level 3	Level 4
Daily Rate	\$10.88	\$11.5	\$11.83	\$12.14

\*CFAQ will waive your Basic Daily Fee.

## Means Testing

Unless you are a full pensioner, you will be asked to pay an Income Tested Care Fee towards your care.

**Services Australia will assess your income** and notify you and CFAQ how much you need to pay. **Your income is reviewed by Centrelink quarterly. CFAQ cannot waive or discount this fee.**

## Common Service

Service Fees	Deliver By	Standard Hours 7am-5pm	Non-standard Hours* 5pm-8pm	Saturday* 7am-5pm	Sunday* 7am-5pm	Public Holiday* 7am-5pm
Domestic Assistance/ In-home respite	CFAQ Staff	\$68.00	\$109.20	\$117.00	\$156.00	\$195.00
Personal Care		\$88.00	\$123.20	\$132.00	\$176.00	\$220.00
- Change Stoma Bag - Bowel Care	30 Min	\$80.00	\$112.00	\$120.00	\$160.00	\$200.00
- Catheter Care - Hoist Transfers	Hourly	\$160.00	\$224.00	\$240.00	\$320.00	\$400.00
Gardening	Hourly	\$96.00	--	--	--	--
Service between 8pm to 10pm	<b>\$150 per hour</b>					

\*Some customer service may attract additional fees. Your Case Care Manager will discuss these additional charges with you as we work with you to tailor your package to suit your needs. Services requiring additional accessibility-related customisation and/or outside of our catchment area may result in a higher rate.

## Overnight Care

A 11-hour service set between 8pm and 7am, at a fix rate of \$520 for weekdays and \$780 for weekend; \$1040 for public holiday. Team members need a bed in a separate room and need 8 hours of sleep.

## 24-hour Care

Covers the duration starting from the time when the service commenced on the initial day until the same time on the following day; at a fix rate of \$888 for weekdays and \$1332 for weekend; \$1776 for public holiday. Team members need a bed in a separate room and can only work 10 hours during any one shift, or the fee reverts to the hourly rate.



## Nursing Care Service

Nursing Care Service Fees	How the provider delivers services	Standard Hours 7am-5pm	Non-standard Hours* 5pm-8pm	Saturday* 7am-5pm	Sunday* 7am-5pm	Public Holiday* 7am-5pm
Enrolled Nurse*	30 Min	\$80.00	\$112.00	\$120.00	\$160.00	\$200.00
	Hourly	\$160.00	\$224.00	\$240.00	\$320.00	\$400.00
Registered Nurse**	30 Min	\$120.00	\$168.00	\$180.00	\$240.00	\$300.00
	Hourly	\$240.00	\$336.00	\$360.00	\$480.00	\$600.00

\* An Enrolled Nurse must work under the direction and Care Plan of the Registered Nurse. Travelling fees will be applied separately.

\*\* Travelling fee will be applied separately.

## Allied Health

Standard Hours 9am to 5pm (Monday to Friday)

Physiotherapist*	Per Home Visit	\$220.00
Occupational Therapist**	Per Home Visit	\$280.00

\*Physiotherapist: For assessment, review, mobility consultations and equipment prescription, design of exercise programs, advice on safe transfers, pain management, and report preparation. May attract addition fees to cover staff's travel.

\*\*Occupational Therapist: For assessment, review, equipment prescription, activities of daily living programs, home modification consultations, drawings, and report preparation.

Other Costs		
Item	Unit	Description
Transport	Per km	\$1.50 per km (Only apply to clients who are required the transport during service)
Care Coordinator Visits / Counselling (by request)	Per 30 mins (Minimum)	\$100 per 30 minutes Plus travelling cost per visit

## Scheduled Services Change or Cancellation Policy

To change or cancel any scheduled services/ appointment, kindly inform us via email 'admin@cfaq.com.au' or give us a call at 07 3252 9803 two business days in advance, before 10am. An administration fee may be applied for late notice.

### CFAQ contact details

Email	admin@cfaq.com.au
Phone	07 3252 9803