

SOUTHERN CROSS CARE SERVICES (SOUTHERN CROSS) – HOME CARE PACKAGES

Service Type	Unit	Weekday Rate (6am to 6pm)	Weeknight rate (6pm-6am)	Saturday	Sunday	Public Holiday
Domestic Assistance	Per hour	\$79.80	\$94.30	\$111.90	\$152.60	\$168.50
Gardening/Lawn Mowing	Per hour	\$80.00 (see below)	-	-	-	-
Personal Care	Per hour	\$79.80	\$94.30	\$111.90	\$152.60	\$168.50
Nursing	Per hour	\$126.75	\$138.80	\$174.95	\$227.85	\$261.25
Community Access	Per hour	\$79.80 (+ \$1.24 per km)	\$94.30 (+ \$1.24 per km)	\$111.90 (+ \$1.24 per km)	\$152.60 (+ \$1.24 per km)	\$168.50 (+ \$1.24 per km)
In-Home Respite	Per hour	\$79.80	\$94.30	\$111.90	\$152.60	\$168.50
Overnight In-Home Respite	Per night – (8 hours duration)	-	\$320.25	\$373.70	\$402.60	\$484.90

Service Type	Unit	Weekday Rate (6am to 6pm)	Weeknight rate (6pm-6am)	Saturday	Sunday	Public Holiday
Package Management (Fortnightly)	These rates cover the ongoing administration and organisational activities associated with the delivery and management of your Home Care Package. <i>Southern Cross does not charge a package management fee.</i>					
			Level 1 - \$0	Level 2 - \$0	Level L3 - \$0	Level 4 - \$0
Care Management Fee (Fortnightly)	A Regional Community Coordinator is nominated for each Client/Participant. All Southern Cross Regional Community Coordinators are Registered Nurses with extensive experience in community care (see below). <i>Care Management fees are included in our hourly rates, there is no additional charge to you.</i>					
			Level 1 \$0	Level 2 \$0	Level 3 \$0	Level 4 \$0
	Basic Daily Fee – \$0					

FURTHER SOUTHERN CROSS HOME CARE PACKAGES INFORMATION

- The National Contact Centre is available to you 24 hours a day, 7 days a week
- **Phone – 1800 989 000 free call** number from anywhere in Australia
- Minimum 2 hour charge from your allocated funds - thereafter in half hour increases
- Hourly rates include all on costs such as Workers Compensation and Professional Indemnity/Public Liability Insurance, Engagement and Orientation, Superannuation and Competency Based Training Programs. They also include the ongoing administration and organisational activities associated with the delivery and management of your Home Care Package
- Rates increase from 1 July annually
- Gardening/Lawn mowing – this service is brokered by Southern Cross and the rate is dependent on the local supplier
- Southern Cross **does not charge a package management fee**
- Care Management is based on the Southern Cross Regional Community Coordinators (Registered Nurses) who live in the local communities and who assess, manage and review plans, services delivered and Support Workers
- Third-party services will be charged at an all-inclusive price - 20% Admin Fee
- **Quality Service Standards** - Southern Cross has achieved the quality service standard for all Funders including:
 - The **Aged Care Quality Standards**
 - **NDIS Quality and Safeguards Commission**
 - ACIA endorsed **Australian Community Industry Standards (ACIS)**