



HOME CARE PACKAGE

CONSUMER FEE SCHEDULE EFFECTIVE 1 AUGUST 2025

MultiLink Community Services Inc. is a not-for-profit aged care provider dedicated to delivering high-quality, affordable, and culturally appropriate services to our consumers.

As an approved Home Care Package (HCP) provider, MultiLink offers a range of home care services and supports designed to help you live safely and independently in your home while staying connected with your community.

In-Home Services:

Service Type	Unit of Cost	Monday – Friday (days) 6am – 8pm	Monday – Friday (afternoons) 8pm – 12am	Monday – Friday (nights) 12am – 6am	Saturdays	Sundays	Public Holidays
Domestic Assistance: Cleaning & Household Tasks	Per Hour	\$70.50	\$74.60	\$75.90	\$93.90	\$120.80	\$148.30
Personal Care	Per Hour	\$70.50	\$74.60	\$75.90	\$93.90	\$120.80	\$148.30
Social Support – Individual	Per Hour	\$70.50	\$74.60	\$75.90	\$93.90	\$120.80	\$148.30
In Home Respite	Per Hour	\$70.50	\$74.60	\$75.90	\$93.90	\$120.80	\$148.30
Home & Garden Maintenance	\$107.00 - \$139.10 per hour. The price will be confirmed on quotation.						
Allied Health	Price to be confirmed based on Consumer's individual requirements.						
Nursing Care	\$168 per hour. The price will be confirmed on quotation.						

NB: Charges are calculated at our minimum one (1) hour service time. Rates are exclusive of GST.

Social Support – Group Services:

MultiLink Consumers	Per Day	\$146.00 (not inclusive of transport)
Brokerage Consumers	Per Day	\$180.00 (not inclusive of transport)

** Entrance fees to venues and morning tea or lunches at a club are payable by the Consumer.

Transport Fees:

Individual Transport (One to One Support)	Per km	\$1.60
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Package Management & Care Fees charges per day:

	<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>	<i>Level 4</i>
Package Management	15%	15%	15%	15%
Care Management	20%	20%	20%	20%

As a Not-for-Profit Community organisation, MultiLink takes an all-inclusive and transparent approach to deliver Home Care Packages. Our aim is to simplify the process for the consumer while ensuring all services meet high quality standards of quality and compliance.

Package Management involves the ongoing administrative and organisational tasks necessary to ensure the effective delivery of your Home Care Package.

Package Management includes but is not limited to:

- Preparation of monthly statement
- Managing your package funds
- Maintaining Information technology systems and data security
- Meeting government reporting and compliance requirements in line with the Home Care Package requirements.

Care Management is a vital component of your Home Care Package. It ensures that your care and support services are tailored to meet your current and future needs.

Care Management includes but is not limited to:

- Reviewing your Home Care Agreement (an Agreement between you and MultiLink), and Care Plan (a Plan designed by you, your family in partnership with MultiLink Care Facilitator to ensure the services you access help you achieve your goals).
- Coordination and scheduling of services.
- Aligning your care with other supports you may receive.
- Acting as a point of contact for you and your support network.
- Ensuring culturally respectful care.
- Identifying and addressing any potential risks to your safety.

NB: Care Management may be provided in different ways including face-to-face or via phone or email, depending on your preference and needs.

Cancellation Fees:

To avoid being charged for a cancelled service, we kindly ask that you provide at least **24 hours' notice** if you wish to change or cancel a scheduled service.

If notice is not provided, or if you are not present for a scheduled service without prior notice, the full-service fee will apply. This helps us ensure staff can be reallocated effectively.

If you require additional information regarding these services, please call the MultiLink Aged Care Services office on (07) 3808 4463. Alternatively, please refer to the Aged Care website www.agedcare.health.gov.au or PH: 1800 020 103.

Consent to vary the Home Care Agreement for [insert name]

This is a letter of variation outlines changes to your Home Care Agreement which sets out certain variations to the terms of your Home Care Agreement. Unless indicated otherwise, all terms used in the letter carry the same meaning as those defined in the original Agreement. All other terms and conditions of the Agreement remain unchanged and in full effect.

It is agreed by both parties that the Home Care Agreement will be varied to the following effect:

Item	Nature of change	Amends	Commences
Increased hourly rates	Fees and Charges will be increased in accordance with the new HCP Pricing Schedule (annexed to this letter).	Our Home Care Pricing Schedule and your budget which form part of your Home Care Agreement.	1 st August 2025

I, _____
Name of Consumer/Representative

consent to the above pricing variation being made to my
Home Care Agreement with MultiLink Community Services Inc.

Signature of Consumer/Representative

Date

**** Please sign above and return this page only in the reply-paid envelope prov**