

PRICING SCHEDULE

ADDITIONAL SERVICES

Home Care Packages



GOODWIN
THE BETTER LIFE CHOICE

Compare us on...

EXPERIENCE & REPUTATION

Goodwin has been providing care services to seniors in and around Canberra for more than 65 years and is considered the leading aged care service provider in the ACT.

TRUST & RELIABILITY

With your dedicated care manager available to you around the clock, and a regular team of care staff, you will quickly build strong and dependable relationships.

Our carers are our own Goodwin-employed staff, undertaking our mandatory training and upholding professional standards.

You can trust Goodwin to communicate clearly, and for our carers to be honest and dependable.

CAPABILITY & SERVICES

Goodwin can offer the full range of home care services including nursing and overnight care, plus a range of allied health, home maintenance services, modifications and trades, and much more.

Our care workers are multi-skilled, so one person can assist you with most needs during a single visit, ensuring greater value for hourly rates.

Goodwin home care provides easy access to Goodwin's Health and Wellness Centres, offering a convenient hub of health professionals focused on keeping you independent and active.

You also get access to Goodwin Day Clubs, for a social day out or respite for a family carer (located at Queanbeyan, Monash, and Crace).

PERSONALISATION

Goodwin works with you at every stage, helping you to identify your needs and goals, adapting with your circumstances.

Here to answer all your questions. Call 02 6175 5650



Sarah Knowles
Senior Manager Business
Operations, Home Care



Leanne Thompson
Community Liaison
Manager



Jamie Fillingham
Executive Manager
Home Care



Julie Reid
Senior Manager Client
Services, Home Care

www.goodwin.org.au

Service delivery and pricing

We are proud of our outstanding reputation for commitment to quality care, trust, reliability and personalised services.

With everything we do, we respect that you are unique. Quality of life is your right. We believe that home care assists you to live the life you choose, do things yourself, and plan for your future.

We believe that home care is a tool to help you remain living at home, stay active in your community and live the life you want.

Goodwin strives to provide the highest-quality of care while maintaining affordability.

When choosing a home care service provider, we encourage you consider not only cost, but also the history, reputation, and quality of care offered.

This document provides a breakdown of prices, including Australian Government funding and fees you may be asked to pay.

Home care package funding:

This is the approximate amount paid by the Australian Government to your home care provider for your care. It reflects the Home Care Package Level that consumers are allocated as a result of their assessment process through www.myagedcare.gov.au.

Basic daily care fee

This is a fee that you pay that adds to the funding available in your package.

| Approximate Home Care Package Amount | | Level 1 | Level 2 | Level 3 | Level 4 |
|--------------------------------------|---------------|----------|----------|----------|----------|
| Home care package funding | Annual | \$8,786 | \$15,458 | \$33,638 | \$50,991 |
| Home care package funding | Per fortnight | \$337 | \$593 | \$1,290 | \$1,956 |
| Basic Daily Fee paid by you | Per fortnight | \$133.28 | \$140.98 | \$144.90 | \$148.82 |

Approach to care management

Care Management at Goodwin includes a Care Manager who will be assigned to you and will work with you to plan your care and support.

You can expect your Care Manager to:

- Assess your care requirements and work with you to develop a care plan that is tailored to your needs and goals.
- Help you understand how you can get the most from your Home Care Package
- Ensure that the services you require are delivered to your expectations
- Regularly check in with you to see how things are going
- Liaise with health professionals on your behalf
- Reassess your care requirements annually or when there is a trigger for change
- Ensure care and services are in line with your needs and goals
- Assist in planning your future

Your Care Manager will regularly review your care plan, and services will be adjusted to meet your ongoing needs, ensuring you receive the most appropriate support to assist you to remain comfortably at home.

| Care Management | | | | | |
|---------------------------|---------------------------------|----------------|----------------|----------------|----------------|
| | | Level 1 | Level 2 | Level 3 | Level 4 |
| Fully managed by provider | Per fortnight | \$58.94 | \$91.54 | \$180.29 | \$262.92 |
| Fully managed by provider | Approx. no. hours per fortnight | 1 | 2 | 3 | 4 |
| Self-managed by you | Per fortnight | N/A | N/A | N/A | N/A |
| Self-managed by you | Approx. no. hours per fortnight | N/A | N/A | N/A | N/A |

Common services

These are prices for services that are commonly provided within a Home Care Package, though it is not a full list of all services available. For prices of services not listed here, please contact Goodwin on (02) 6175 5650.

Services fees are inclusive of administration costs such as insurance, rent, and other organisational expenses.

| Price for Common Services | How the provider delivers services | Standard Business Hours | Non-Standard Hours | Saturday | Sunday | Public Holiday |
|--------------------------------------------|------------------------------------|---------------------------------|---------------------------------------------|----------|----------|----------------|
| Personal care (Per hour) | <i>By Goodwin staff</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |
| Nursing (Per hour) | <i>By Goodwin staff</i> | \$97.64 | \$106.51 (4-9pm) \$108.28 (9-11pm) | \$133.12 | \$168.61 | \$204.10 |
| Cleaning and household tasks (Per hour) | <i>By Goodwin Staff</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |
| Light gardening (Per hour) | <i>By External Provider</i> | <i>Ranges from \$66-\$93.50</i> | \$N/A | \$N/A | \$N/A | \$N/A |
| In-home respite (Per hour) | <i>By Goodwin Staff</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |

Other charges

Package management

Package management is the ongoing organisational activities associated with ensuring the smooth delivery and management of a home care package. It may include the costs for preparing monthly statements; managing package funds; and compliance and quality assurance activities required for home care.

Separate charge when you want to receive services from a different provider

At times there will be a need to seek assistance from another provider for services that we cannot provide, such as gardening or home safety installations.

This additional charge covers the time that the Care Manager spends with the provider in coordinating the service that is required and ensuring that the provider meets the Goodwin's requirements and all legislative requirements for Goodwin to use as a service provider.

| Other Charges | | Level 1 | Level 2 | Level 3 | Level 4 |
|-----------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------|---------|----------|----------|
| Package management | Per fortnight | \$47.48 | \$73.75 | \$145.24 | \$211.81 |
| Maximum exit amount | Max. Total | \$ nil | | | |
| Staff travel costs to visit you | Per km | There are 10 kilometres built into the package costing. Additional kilometres will be charged at \$1.00 per km. | | | |
| Separate charge when you want to receive services from a different provider | Yes | Additional 10% of service fee. | | | |

Additional services

| Services | How the provider delivers services | Standard business hours | Non-standard hours | Saturday | Sunday | Public holiday |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------|----------|----------------|
| <p>Physiotherapy consultations</p> <p>Note: possible to bulk bill with referral from your GP.</p> | <i>Goodwin Physiotherapist to your home</i> | \$132.30 Per hour | N/A | N/A | N/A | N/A |
| Exercise Physiologist consultations | <i>Goodwin Exercise Physiologist to your home</i> | \$115.50 Per hour | N/A | N/A | N/A | N/A |
| Podiatry services | <i>Goodwin Podiatrist to your home</i> | \$110.25 Per hour | N/A | N/A | N/A | N/A |
| Aged Care Nurse Practitioner | <i>Goodwin Aged Care Nurse Practitioner to your home</i> | \$155 Per hour | N/A | N/A | N/A | N/A |
| Social support | <i>Goodwin Carer to your home</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |
| Meal preparation | <i>Goodwin Carer to your home</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |
| Massage therapy | <i>Goodwin Masseuse to your home</i> | 30-minute massage \$77.70 45-minute massage \$88.20 1 hour massage \$110.25 1.5 hour massage \$154.35 | N/A | N/A | N/A | N/A |

Additional services (continued)

| Services | How the provider delivers services | Standard business hours | Non-standard hours | Saturday | Sunday | Public holiday |
|---------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------|----------|----------|----------------|
| Transport and accompaniment to appointments | <i>Goodwin Carer pick-up and return to your home</i> | \$67.70 | \$72.83 (4-9pm) \$73.85 (9-11pm) | \$88.22 | \$108.73 | \$129.25 |
| Occupational therapy | <i>By other provider</i> | \$181.50 hour | N/A | N/A | N/A | N/A |
| Health Club (Monash, Crace, Ainslie) | <i>Goodwin staff On location (Monash, Crace, Ainslie)</i> | Monthly membership \$33.10 | N/A | N/A | N/A | N/A |
| Crace gym membership | <i>Goodwin staff on location</i> | For residents of The Central \$0 For Goodwin clients \$50 | N/A | N/A | N/A | N/A |
| Day Club | <i>Goodwin staff on location (Monash, Crace, Queanbeyan)</i> | \$70 Per day | N/A | N/A | N/A | N/A |
| Transport to or from Day Club | <i>Goodwin staff</i> | \$15 Per trip | N/A | N/A | N/A | N/A |

Sleepover care costs

Sleepovers are eight-hour calls which include one hour of 'work' for Carer.

Note: any additional hours of work for a Carer will need to be charged accordingly.

| Services | Cost |
|-----------------------------|----------------------------------------|
| Weekday - sleepover | \$205 Per eight-hour overnight stay |
| Friday/Saturday - sleepover | \$255 Per eight-hour overnight stay |
| Saturday/Sunday - sleepover | \$308 Per eight-hour overnight stay |
| Sunday/Monday - sleepover | \$305 Per eight-hour overnight stay |
| Public Holiday - sleepover | \$320 Per eight-hour overnight stay |

Call-out fees

Per individual call out (for up to three hours)

| | |
|-----------------------------------------------|-------|
| Non-Clinical Care Manager evening Mon – Fri | \$283 |
| Non-Clinical Care Manager Saturday | \$327 |
| Non-Clinical Care Manager Sunday | \$390 |
| Non-Clinical Care Manager public holiday | \$420 |
| Clinical Care Manager visit evening Mon – Fri | \$311 |
| Clinical Care Manager visit Saturday | \$387 |
| Clinical Care Manager visit Sunday | \$497 |
| Clinical Care Manager visit public holiday | \$606 |