

## A guide to fees and charges in Queensland

As at 1 July 2024

Our friendly, personal approach to in-home care means we understand all the little things that make living at home easier.

We'll let you know up front how much each service will cost and ensure your options continue to match your needs.

Our aim is to be clear and transparent about pricing. Regis has:

- No basic daily fee, unless you wish to purchase additional care
- No entry or exit fees
- No hidden costs
- Care Management and Package Management lower than the maximum cap set by Government

### Regis prices for Direct Care Services

Service	Time	Standard*	Evening**	Saturday	Sunday	Public holiday
<ul style="list-style-type: none"> <li>▪ Personal care</li> <li>▪ Help around your home</li> <li>▪ In-home respite</li> <li>▪ Shopping</li> <li>▪ Transport</li> <li>▪ Companionship</li> <li>▪ Cooking and meal preparation</li> </ul>	30 min	\$49.15	\$57.00	\$70.17	\$88.46	\$92.88
	1 hour	\$75.62	\$87.69	\$107.96	\$136.09	\$142.89
<ul style="list-style-type: none"> <li>▪ Nursing</li> </ul>	30 min	\$95.80	As quoted			
	1 hour	\$147.38	N/A	\$211.93	\$211.93	\$249.25
<ul style="list-style-type: none"> <li>▪ Overnight sleeper</li> </ul>	per service	N/A	\$494.12	\$599.34	\$711.86	\$739.06
<ul style="list-style-type: none"> <li>▪ Travel</li> </ul>	km	\$1.34				

\* Weekdays 6am – 8pm

\*\* Weekdays 8pm – 6am

We also have a network of local direct care service providers who assist us to ensure services are available when you need them. Please refer to the terms and conditions for further information.

## Other services

There are no additional charges for allied health services, home and garden maintenance services or the purchase of goods and equipment using Home Care Package funds.

Service	Description
Gardening	Indicative prices currently range between \$75 – \$100 per hour. As these services are personalised, costs may vary and will be determined with you at the time of booking.
Allied health	As these services are personalised, costs may vary and will be determined with you at the time of booking.
Home maintenance	As these services will be individualised, costs will vary depending on the scope of work. Pricing will be agreed with you prior to work commencing.
Spring cleaning/ high cleaning	Costs will vary depending on the scope of work. Quotes will be provided for your approval prior to booking these services.

## Package Management Fees

Package Management is a service that supports the safe and smooth delivery of your care and services. This includes scheduling, organising and paying for third party services and equipment, producing monthly statements and invoices, compliance and assurance activities.

	Level 1	Level 2	Level 3	Level 4
Fully managed by Regis (per fortnight)	\$53.06	\$93.24	\$202.86	\$307.58

## Care Management

Care Management is a service that must be provided for all Home Care Package clients. Our Client Service Managers will ensure your needs, goals and preferences are regularly reviewed and ensure care and services are aligned with other supports you need or have in place.

	Level 1	Level 2	Level 3	Level 4
Care Management (per fortnight)	\$53.06	\$93.24	\$202.86	\$307.58



## Our services



### Personal care

Everyday personal care is unique to each of our clients.

We provide a variety of personal care services to help you get up and ready for your day or retire in the evening, including support with personal hygiene and showering, grooming and dressing.



### Nursing

Our nursing service partners can provide clinical assessments, clinical care planning and nursing care to help you live well.



### Help around your home

Our team can help you keep your home clean and tidy. This could include a variety of common household tasks, such as cleaning, washing, ironing and vacuuming.



### Shopping

We can support you with your shopping needs, both locally and online.



### Transport

We can coordinate transport to and from the shops, medical practitioners, community events and visits to your friends and family.



### In-home respite

Carers need support too. Our in-home respite provides short-term care for those in a caring role.



### Companionship

Our trusted and local Home Support Workers are here for you. They understand who you are and how you want to connect and socialise. This could mean simply enjoying peace and quiet together at home, or actively participating in activities you're interested in out in the community.



### Overnight sleepover

Our sleepover service can provide you with support and reassurance in case you need help overnight.



### Cooking and meal preparation

Take the trouble out of healthy eating – our team can help you prepare and cook your favourite meals at home.



### Home maintenance

From odd jobs around the house to home modifications, home maintenance is an important element to keeping your home safe and habitable.



### Gardening

Our trusted third-party teams can help with light gardening services at your home.



### Allied health

Our trusted third-party teams can assist you to maintain or restore your strength, balance, mobility and coordination.



## Terms and conditions

- Effective 1 July 2024.
- Services provided through a Home Care Package are GST free. GST may apply if additional services are purchased or you are not eligible for services subsidised by the Commonwealth Government.
- Minimum service time is 30 minutes, then 15 minute increments thereafter.
- Direct Care services for 30 minutes are charged at 65% of the hourly rate.
- Service alterations: Regis Home Care must be notified if services are to cease or a change in frequency or duration is required. Regis reserves the right to charge for a scheduled service if notice of cancellation is provided after 5pm on the day prior.
- Travel: \$1.34 per km for travel undertaken with you, or on your behalf.
- Overnight Sleepover: 12 hour overnight service 6pm–6am and includes active care 6pm–10pm, and an inactive period from 10pm–6am. Up to 2 hours of care may be provided during the inactive period if needed.
- Third party direct care services: The price charged for services sourced through our preferred provider network will be equivalent to the Regis published price. If the cost of direct care services from a provider of your choice varies from the Regis published price, the cost of those services (inclusive of Regis' business costs) will be discussed and agreed with you and documented in your Home Care Package budget prior to the booking for the service being confirmed.



Scan for further information on  
Regis Home Care services

Call us anytime.  
We're here for you.

regis.com.au | 1300 998 100