

Pricing Schedule - July 2022

At Lively, we aim to keep our fees at a level that maximise the hours of support you receive, without compromising our ability to deliver personalised support and quality care. For that reason, we have maintained our care management and package management at last year's rates, leaving you with 80% of your package to spend on support and care. And we still don't charge an exit fee if you choose to switch providers (or charge any other sneaky hidden fees!).

The following schedule sets out our pricing for individuals on a Home Care Package.

Support and Care rates

Lively Helper hourly rates	Standard hours	Non-standard hours	Saturday	Sunday	Public holiday
Ongoing flexible support including Cleaning & laundry, Social gardening, Tech help, Personal Projects and Transport.	\$55	\$60	\$76	\$98	\$120

The **minimum session booking fee is \$110 for sessions up to 2 hours.**

Where a Lively Helper transports you in their own vehicle, we charge **\$1.25 per kilometre**. We don't charge for Helpers travelling to and from visits.

External support and purchases

Rates are set by the provider of your choice. The cost is presented to you before engaging the provider and we don't add any extra fee on top.

Either choose from our ready-to-go providers of Allied Health, nursing, equipment, home modifications, taxi cards and meal delivery; and/or we will work with you to organise services with someone you already know and trust.

Care management fee

		Level 1	Level 2	Level 3	Level 4
This is 15% of your package funds, which goes towards working with you to coordinate your care.	Cost per fortnight	\$53	\$93	\$202	\$306
	Avg. hours per fortnight	1	1.5	3	4

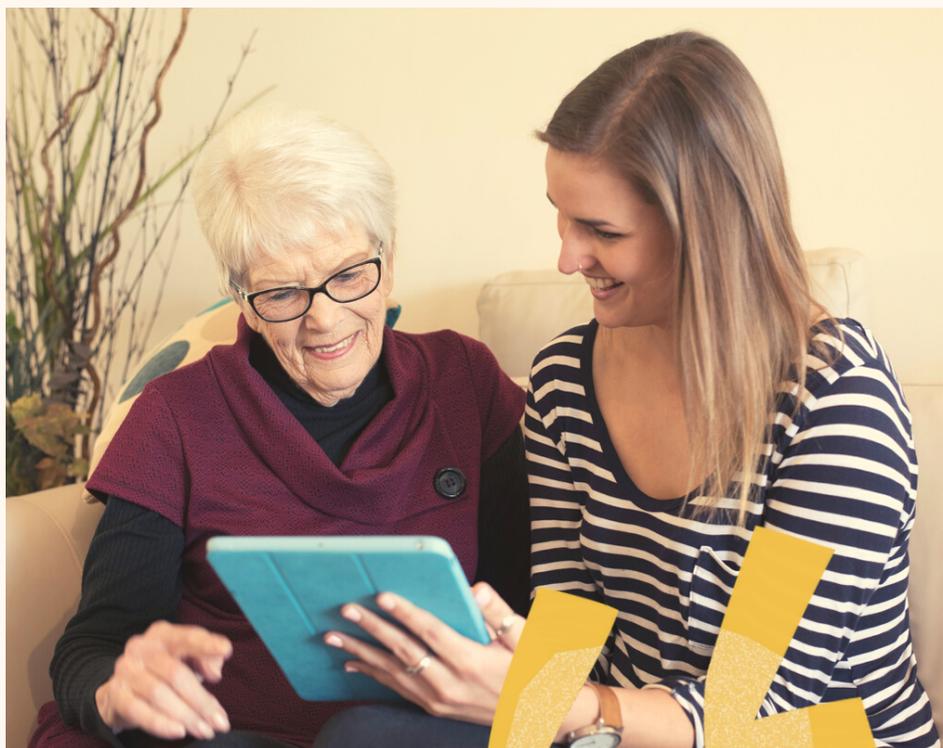
Package management fee

		Level 1	Level 2	Level 3	Level 4
This is 5% of your package, and covers the cost of administering your budget and monthly statements.	Cost per fortnight	\$18	\$31	\$67	\$102

So wait... how does that work?

We get it, home care pricing can be a bit confusing. So let's break it down in an example of how these fees work, and how we work with you to manage your budget.

Let's say that you've been allocated a Level 2 Home Care Package through My Aged Care. Currently, that equates to approximately \$16,147 per year in funding for you to use. Depending on the types of services you need, this is how that could then look...



Step 1: Subtract care and package management

You can see on the pricing schedule that we charge a **total of 20%** of your package value in care and package management fees. These fees cover the work done by your Care Manager and our team to help you develop your care plan, match you to an appropriate Helper, contract in additional services if requested, check-in on how things are going, update your care arrangements when needed, respond to any challenges that arise, maintain your package budget and keep you updated with regular monthly statements. 20% of \$16,147 is \$3,229. **That leaves you with \$12,918 per year to spend on your care.**

Step 2: Think about the support you'll need, and what that will cost

Everyone has very different needs, which is why there's no formula for exactly how far a home care package will stretch. But let's imagine that you know you'll be needing some home modifications, and you think these might come in at around \$1,600. You also know that you'd like to pay for some podiatry appointments that might come to \$240 for the year. So let's subtract \$1,600 and \$240 from the \$12,918 you had remaining, leaving you with \$11,078.

If you spent the rest of your budget getting your Helper's assistance with some cleaning, shopping, gardening and heading out for a coffee, you'd be able to afford about 201 hours of support from your Helper (that's \$11,078 divided by \$55 per hour). Spread across the year, that's almost 4 hours a week!

This is one example, but your package is designed to be extremely flexible, and our Care Manager is there as a partner to help you manage and maximise the value of your budget. If you feel confused, give us a call! We'd be more than happy to step you through how it all comes together.