

What we cost



The following schedule sets out our standard pricing; the care management and package management fees shown are applicable for individuals on a Home Care Package. As a not-for-profit, 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 services. For that reason, we don't charge an exit fee if you choose to switch providers (or any other sneaky hidden fees!).

Don't have a package and just need a bit of immediate help from a Lively Helper? No worries. You can access basic support straight away in accordance with the hourly rates shown below.

Hourly support rates

Type of support	Standard hours	Non-standard hours	Saturday	Sunday	Public holiday
Lively Helper support	\$45	\$50	\$64	\$80	\$95
Clinical services	\$88	\$123	\$123	\$158	\$180

For services we don't provide in-house (like home modifications and maintenance) or for specific workers you want to use, the costs are set by those service providers. We don't add any extra charge.

Care management fee

		Level 1 Package	Level 2 Package	Level 3 Package	Level 4 Package
This is 15% of your package funds, which goes towards working with you to coordinate your care.	Cost per fortnight	\$52	\$91	\$197	\$299
	Avg. hours of coordination per fortnight	1	1.5	3	4

Package management fee

		Level 1 Package	Level 2 Package	Level 3 Package	Level 4 Package
This is 5% of your package, and covers the cost of administering your budget and monthly statements.	Cost per fortnight	\$17	\$30	\$66	\$100

Average hours of support per fortnight, by package level

Level 1 6 hours	Level 2 11 hours	Level 3 23 hours	Level 4 34 hours
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Based on full use of your available budget on Lively Helper services, during standard hours.

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 \$15,750 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 \$15,750 is \$3,150. **That leaves you with \$12,600 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 \$2,500. 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 \$2,500 and \$240 from the \$12,600 you had remaining, leaving you with \$9,860.

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 219 hours of support from your Helper (that's \$9,860 divided by \$45 per hour). Spread evenly across the year, that's 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.