



Home Care Packages

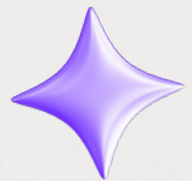
You may need more support in daily activities as you get older, but that doesn't mean you need to move out of your own home.

Home Care Packages are a form of care support provided through My Aged Care that can help you live in your own home for as long as possible.

Leora.

“I just love being with Leora.
They’re all such nice people. They
care and they work with you. I’m
so glad I could stay at home and
I have a support worker who
looks after me so well.”

- **Barbara**



Hear more
from Barbara

Live Confidently with Leora

Leora is all about compassionate care and making sure you can stay comfortable in your own home while getting the ongoing support you need. Here's why thousands of families trust Leora to be their Home Care Package (HCP) provider:



Experience

We've been in operations since 2008, and we believe there is no substitute for experience. It's our mission to empower people.



Dedicated Care Manager

Your Care Manager will work closely with you to meet your needs and achieve the best possible outcomes for you! We keep our Care Manager to client ratio low to ensure we are focused on your needs.



Skilled Support

Leora has a team of Registered Nurses on staff to assist you. We provide regular training to support workers so they have the skills to support your every need.



Diversity

Our 600+ support workers speak over 50 languages and come from diverse cultural backgrounds. Your Care Team works to match support workers to you based on your support needs, culture, language and interests.



Strong Network

We have an expansive network of local providers such as physiotherapists, gardeners, meal kit deliveries and more! We won't approve providers until you are 100% satisfied with your services and products.



Competitive Fees

Our competitive care and package management fees ensure that a larger percentage of your package can be spent on the services you need.



Excellent Customer Service

You can expect intimate and positive rapport with Team Leora. We are easy to contact, and we respond promptly to all requests and questions.



Who is eligible for Home Care Packages?

Eligibility for Home Care Packages is based on your care needs and will be determined in a meeting between you and an assessor from the My Aged Care Assessment Team.

To be eligible you must be:

- ✦ 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people) and need services to remain at home, or
- ✦ 50 years or older (45 years or older for Aboriginal and Torres Strait Islander people) on a low income, homeless or at risk of being homeless or have care needs not met through other specialist services

Your financial situation won't affect your eligibility. However, it may change the amount you need to contribute to your package.

Income Assessment

Depending on your circumstances, you may also need to pay an income-tested care fee as a contribution towards the cost of your care.

Unless you are a full Pensioner, you will be asked to pay this fee. For most people the income assessment is done by Services Australia. However, if you receive a means-tested payment from the Department of Veterans' Affairs (DVA), your assessment will be done by DVA.

They will assess your income and notify you and your provider how much you need to pay. Providers cannot waive or discount this fee.



How much funding can I get from Home Care Packages?

There are four levels of Government-funded HCPs. Your level of funding depends on your care needs. Subsidies are adjusted at the start of the financial year (1 July).

Government Subsidised Value*

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Basic care needs	Low level care needs	Intermediate care needs	High level care needs
\$ 10,698.00	\$ 18,812.00	\$ 40,945.00	\$ 62,075.00

* Rates from 1 March 2025.

Package level	Basic Subsidised Value		
	Yearly	Monthly	Daily
Level 1	10,698.00	891.50	29.31
Level 2	18,812.00	1,567.67	51.54
Level 3	40,945.00	3,412.08	112.18
Level 4	62,075.00	5,172.92	170.07



How much do I need to pay?

You may be asked to pay the following:

- ✦ Basic daily fee, which everyone receiving a Home Care Package can be asked to pay
- ✦ Income-tested care fee, if you have been assessed as being able to contribute
- ✦ Any additional fees you agree to

Price Guide

	Weekday (6am - 8pm)	Weekday (8pm - midnight)	Overnight (midnight - 6am)	Saturday (6am - midnight)	Sunday (6am - midnight)	Public Holiday (6am - midnight)
Personal Care	78.57	86.57	88.17	113.14	137.50	168.93
Respite: In-home	78.57	86.57	88.17	113.14	137.50	168.93
Social Support: In-home	78.57	86.57	88.17	113.14	137.50	168.93
Cleaning and Household Tasks	78.57			113.14	137.50	168.93
Nursing	119.82	132.18	134.64	171.00	196.58	222.16

* 2024-2025 Rates. You may speak with your Care Manager at Leora to request a quote for additional services, such as allied health services.

Other Rates (\$)

Night-Time Sleepover	324.34	A flat rate fee for sleepover services provided between 10pm and 6am which includes up to two hours of active support.
Transport	1.20	Charged per kilometre for care staff vehicle transport services between Monday to Sunday, 24 hours.

Notes:

- ✦ Rates are exclusive of GST
- ✦ Services listed that are charged at an hourly rate require a minimum service duration of two hours.
- ✦ To ensure quality of care and under Fair Work, our support workers can only work a maximum of 10 hours per day and 38 hours per week

Cancellations

A short cancellation (or no show) is defined when there is failure to provide 24 business hours' notice for a support or service.

Leora is able to charge the full amount of the agreed fee associated with the cancellation of a support service, when the cancellation timeframe is not met by the client.



Care Management Fee

The Department of Health and Aged Care makes care management a mandatory service for all HCP recipients. Leora provides comprehensive Care Management, where you receive assistance from a compassionate and fully qualified HCP Care Manager.

Your Care Manager will support you by:

- ✦ Developing a personalised care plan
- ✦ Regularly assessing your needs, goals and preferences
- ✦ Connecting you with desired services, including assistance at home or clinical care
- ✦ Reviewing your home care agreement and care plan with you
- ✦ Monitoring your HCP budget to ensure your funding is being utilised correctly
- ✦ Ensuring your care and services align with other supports
- ✦ Providing regular updates regarding the progress of your care plan to your family, caregivers or next of kin
- ✦ Ensuring your care and services are culturally safe
- ✦ Identifying and addressing risks to your safety, health and wellbeing

Care Management Fee

(13% of your package value)

	Level 1	Level 2	Level 3	Level 4
Daily	3.81	6.70	14.58	22.11
Weekly	26.67	46.90	102.06	154.77
Yearly	1,390.65	2,445.50	5,321.70	8,070.15



Package Management Fee

These are fees charged by home care package providers to support the delivery of a Home Care Package. Package management includes:

- ✦ Establishing and managing home care budgets
- ✦ Coordinating and scheduling services and workers
- ✦ Preparing invoices and monthly statements
- ✦ Complying with regulatory and assurance activities
- ✦ Sourcing and processing payments for varied supports funded by your HCP, such as allied health, gardening, meal deliveries and more

Package Management Fee

(12% of your package value)

	Level 1	Level 2	Level 3	Level 4
Daily	3.52	6.18	13.46	20.41
Weekly	24.64	43.26	94.22	142.87
Yearly	1,284.80	2,255.70	4,912.90	7,449.65

Supplements

If you receive a Home Care Package, you may be eligible for additional supplements to help with the cost of meeting specific care needs. Supplements include support for:

- ✦ Dementia and cognition
- ✦ Oxygen
- ✦ Enteral feeding
- ✦ Veterans' supplement

You can ask your Care Manager about supplements when you meet with them.

A Closer Look at Pricing

Mary lives alone in her apartment and has a Level 3 Home Care Package. Income tested care fees do not apply to Mary and she does not require any additional supplements.

Mary's Level 3 subsidised package value totals \$40,945.00, which equates to \$112.18 per day.

The following demonstrates Mary's HCP breakdown on a weekly basis.

Mary's Level 3 HCP Weekly Fees

785.26	Government Subsidy
- 102.08	Care Management Fee
- 94.23	Package Management Fee
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\$588.95	Weekly amount left in her package to pay for services or products

With this balance, Mary can expect to receive 6-7 hours of care per week.

For an accurate estimate of your pricing, please contact Leora so we can discuss your specific circumstances.

A higher HCP level means a higher subsidy and more hours of care for you. If you are on a Level 1-3 HCP, your Leora Care Manager can work with you to apply for a reassessment so you can receive a higher subsidy and more hours of care.

The hourly rate is only one aspect of the cost of services; if you see a provider charging a low hourly rate, they may be charging high care management fees, resulting in a more expensive service. For example, please see the comparison price guide below:

	Provider X	Provider Y	Provider Z	Leora
Support Worker Weekday 6am-8pm Rate	86	85.7	75.7	78.57
Transport	1.21	1.4	1.3	1.20

Care Management Fee (per fortnight)

L1	67	64.1	78.82	53.34
L2	118	130.7	138.6	93.80
L3	256	231.1	301.56	204.12
L4	389	338.3	457.1	309.22

“My support worker knows my needs. She is like family to me. She’s very understanding, very caring, loving and supportive.”

- Radha



Hear more
from Radha

Services

What can be funded by my Home Care Package?

Here are just some of the services you can access with your Home Care Package. This is a general guide only. Speak to your Care Manager to find out what can be included in your care plan.



Personal Services

Assistance at home, such as bathing, showering, toileting and transfers in and out of bed



Support Services

Examples include cleaning, personal laundry services or light gardening



Activities of Daily Living

Assistance to address difficulties arising from impaired hearing, sight or speech



Leisure

Social and community activities that promote and protect your lifestyle, interests and wellbeing



Continence Management

Assessment for and, if required, providing disposable pads and absorbent aids or similar



Mobility Support

Crutches, quadruped walkers, walking frames, walking sticks and wheelchairs



Nutrition

Assistance with preparing meals, using utensils and providing enteral feeding formula and equipment



Clinical Care

Examples include nursing, allied health and therapy services, as well as other clinical services, such as hearing and vision services.

Temporary Leave from your HCP Package

Speak to us if you wish to take leave from your Home Care Package for any reason, including:

- ✦ A hospital stay
- ✦ Transition care (short-term care following a hospital stay)
- ✦ Residential respite care
- ✦ Social reasons (any other reason, such as going on holiday)

Inform us of the dates you'll be away so your services can be paused until your return. We will also advise you if fees are payable depending on the type and duration of your leave. Inform us of the dates you'll be away so your services can be paused until your return. We will also advise you if fees are payable depending on the type and duration of your leave.

Changing Your Provider

You can change providers at any time, and your current provider must support you.

Providers are not allowed to charge an exit fee if you decide to terminate their care, even if you have agreed to this fee previously.

If you want to switch to Leora:

- Step 1** Call My Aged Care on 1800 200 422 and request to reactivate your referral code.
- Step 2** Provide your code to Leora.
- Step 3** Inform your current provider and agree on an end date.
- Step 4** Enter into a new Home Care Agreement.

The start date with Leora must be on or after the end date you have agreed to with your old provider. This is to ensure there are no disruptions to your services.

If you want to delay your start date, remember that you only have 56 days from the end date with your current provider to enter into a new agreement. Otherwise, your HCP will be withdrawn.



What to Expect



Discovery

Contact Leora Healthcare with your Home Care Package assignment letter from My Aged Care and income assessment results (if applicable).



Assessment

Your Care Manager will sit with you to discuss your needs and develop a personalised care plan, ensuring you receive the hours of care you need to live independently. They will work closely with you so you can get the most out of your package. Once you're happy with your care plan, we will ask you to sign a Service Agreement with Leora.



Meet Your Care Team

Your dedicated Care Manager will be supported by a Care Coordinator and our Service Managers. We will start finding the perfect support workers to match your needs. Your Care Manager will be in touch for final confirmation.



Commence Services

Begin receiving support from our qualified and compassionate Leora Support Workers. Your Care Manager will support you to purchase services or products using your package that will empower you, enhance your safety at home and strengthen your connections in the community.



Regular Check-ins

Drop-in visits, check-up phone calls and email surveys – we'll be regularly in contact to make sure you have everything you need.



Review & Renew

When your agreement is close to expiry, we'll arrange a meeting to review and reassess your needs and goals.



Ready to begin your Home Care Package journey with Leora?

Contact us today!



leorahealth.com.au



1300 65 11 33



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Leora.