

The background of the entire page is a close-up photograph of an elderly woman with white hair and a young female caregiver with brown hair. Both are smiling warmly at the camera and giving a thumbs-up gesture. The elderly woman is on the left, wearing a red patterned top and a grey cardigan. The caregiver is on the right, wearing a white uniform with blue piping. The image conveys a sense of care, trust, and positivity.

Fees and charges for home care packages

FOR ALL HOME CARE ADVICE AND QUESTIONS

p: 1300 848 254 e: care@vitalis.health w: vitalis.health/home-care



Vitalis Home Care fees and charges

current as at July 2024

Vitalis Health is a trusted provider of reliable, consistent and cost-effective aged care in the home services. We help older Australians maintain independence and enjoy a better quality of life.

Our friendly, skilled and compassionate support workers and nurses deliver a range of services that are tailored to meet individual needs and situations.

The fees in this document apply to clients receiving a home care package from the Australian Government. Please [contact us](#) if you would like to receive information about our Private Home Care services.

Standard care and support services

Your Vitalis team will be with you on every step of the journey, helping you as your needs change over time. To ensure the best possible outcomes and experience, all care and support services are delivered by highly trained and caring support workers under nurse supervision.

	Hourly rate (minimum two hours)
Weekdays (6am - 8pm)	\$83
Weeknights (8pm - 6am)	\$97.90
Saturdays	\$124.50
Sundays	\$166
Public holidays	\$207.50

A fee of \$1.50 per kilometre applies for travel in a support worker's vehicle during a care visit.



Personal hygiene assistance



Meal preparation



Medication assistance



Shopping, gardening and light housekeeping duties



Driving to appointments or on outings



Organisation assistance



Companionship/socialisation



Respite care to give breaks to family members



Palliative care



Dementia care

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Sleepover care

Vitalis support workers provide help at bedtime and in the morning, staying overnight in the care recipient's home. As required by legislation, each 12-hour shift includes eight hours of 'inactive care' (sleep from 10pm to 6am) and four hours of 'active care'. Standard hourly care rates apply for any additional 'active care'.

	Cost per shift (8pm - 8am)
Weekdays	\$612
Saturdays	\$756
Sundays	\$869
Public holidays	\$1047



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Nursing care

Our passionate, caring nurses deliver expert clinical care and go above and beyond to provide an outstanding patient experience. Vitalis is NSQHS-accredited, meaning care recipients receive hospital-quality care and treatment in the comfort and familiarity of their own home.

	Hourly rate
Weekdays (6am - 8pm)	\$131
Weeknights (8pm - 6am)	\$169.40
Saturdays	\$196.50
Sundays	\$262
Public holidays	\$327.50



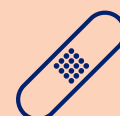
IV antibiotics and infusions



Insulin administration



Testing and monitoring blood pressure, blood-sugar, etc



Wound dressing; wound and pressure care supports



Catheter, drain management



Nasogastric tube care and PEG tube care



Respiratory support



Incontinence care



Enteral feeding management



Colostomy care



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Care management

Vitalis is committed to providing the highest quality care for people with complex care needs, including living with dementia. We provide a dedicated Care Manager to assist you in navigating all aspects of your home care and to provide peace of mind for you and your family.

Your Vitalis Care Manager will work closely with you, your doctor/s and your family so that you can continue to live at home.

Vitalis Care Management services include:



Completing care plan assessments, reviews and adjustments in a timely manner



Helping you access available services and funding (in addition to your home care package)



Regular visits to ensure your care is meeting your needs and make any necessary adjustments



Coordinating your team of Vitalis support workers, ensuring consistency and quality of care.

	Fees per day
Level 1	\$5.21
Level 2	\$9.15
Level 3	\$19.93
Level 4	\$30.21

“

The Vitalis carers help me with light chores and, most importantly, care for my husband while I am away from the home. They excel at this. I absolutely recommend Vitalis.

- Denise O, Sydney

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Package management

Vitalis Package Management fees cover the administration and organisational activities required to make sure your home care package is delivered and managed smoothly.

Vitalis Package Management services include:



Preparing monthly statements



Compliance and quality assurance activities.

	Fees per day
Level 1	\$3.47
Level 2	\$6.11
Level 3	\$13.28
Level 4	\$20.14

Please note: Vitalis does not charge a joining fee or a one-off assessment fee.

“

I depend on the Vitalis carers and they do the job properly. I really appreciate their help and what they do. Life is a lot more manageable for me now.

- Barbara G, Sydney

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Home care package funding

A home care package (HCP) is a government-subsidised program for people over 65 who have more complex care needs than provided for by the Commonwealth Home Support Programme (CHSP). The costs listed here usually come directly from your package subsidy.

Clients may be required to make a contribution to the cost of care by paying an Australian Government income-tested fee. You will not be charged the basic daily fee. Further information about contributions is available on the [My Aged Care website](#).

Here is an estimation of the hours you can receive if you only choose care delivery (and a base travel average of 7km per visit) and don't include any products, services or exclusive client benefits.

	Hours per week
Level 1	Around 2 hours
Level 2	Around 3 hours
Level 3	Around 9 hours
Level 4	Around 12 hours

Cancellation policy

	All care types
More than 24 hrs notice	No charge
Less than 24 hrs notice	Full service booked, at normal rate (public holiday rate will not apply)

Important

Please note that any non-Vitalis services are charged as a total cost, inclusive of a Vitalis 10% service fee and all third-party costs.

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“Vitalis are fabulous people. Cate loves her carers and I’m sure the feeling is mutual. I now have time to catch up with friends, go to occasional concerts and go the gym.

I can get on with life knowing Cate is in good hands. Her needs are being met to allow her to get the most out of life.

- Jon P, Sydney

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