ARCARE FEES & CHARGES
ENTRY INTO AN ARCARE RESIDENCE

ACAT / ACAS ASSESSMENT*
This assessment lets us know what type of care your loved one may require, and allows us to claim government funding to reduce your fees. Aged care assessments are conducted by local ACAS / ACAT teams. Your GP can assist with arranging an assessment or regional ACAT /ACAS teams can be easily contacted on: 1800 200 422 or at www.myagedcare.gov.au

CENTRELINK / DVA ASSESSMENT
If you are applying for a financially supported place, an assets assessment is required. Forms can be obtained from the Department of Human Services (see below for details).

APPLICATION FORM
An application form details personal information about the prospective resident. Arcare application forms are available directly from any Arcare, from our website www.arcare.com.au or by calling us on 1300 272 273.

FINANCES

BASIC DAILY CARE FEE
Every person in residential aged care is required to pay a daily care fee, which covers all levels of care and assistance. This fee is set by the government and is based on approximately 85% of the single Australian pension. The current Basic Daily Care Fee is $47.86 per day for full pensioners, part pensioners and self-funded retirees.

MEANS TESTED CARE FEE
The government requires those who can afford to contribute more towards their care do so. As such, the Department of Human Services will determine if a resident is required to pay a means tested care fee on top of their daily care fee. This amount is based on an assessment of the new resident’s income and assets.

New residents need to complete and lodge an Assets and Income Assessment Form with the Department of Human Services. The Income and Asset Assessment Forms can be downloaded from the Department of Human Services website.

There are yearly and lifetime maximum means tested care fees. The maximum Means Tested Care Fee you can be asked to pay is $25,731.05 each year or $61,754.55 in your lifetime. This cap is indexed.

We recommend you seek independent financial advice. Arcare can provide information on financial aged care specialists if needed.

EXTRA SERVICES / ARCARE SIGNATURE
A number of our residences offer Extra Services or Arcare Signature. These residences provide additional services or lifestyle extras, including a variety of meal choices and superior lifestyle options. In these residences there is an additional daily charge. Costs and the additional services provided can be discussed on application.

USEFUL RESOURCES

MY AGED CARE
1800 200 422
www.myagedcare.gov.au

DEPARTMENT OF HUMAN SERVICES
1800 227 475
www.humanservices.gov.au

ARCARE INFORMATION LINE
1300 272 273
www.arcare.com.au

DEPARTMENT OF SOCIAL SERVICES
132 300
www.dss.gov.au

DEPARTMENT OF VETERAN AFFAIRS
133 254
www.dva.gov.au

*ACAT = QLD Assessment / ACAS = VIC Assessment

MKT_IN_01 1015
A Refundable Accommodation Deposit (RAD) is a one-off lump sum payment made to the aged care provider. Details of RAD amounts for each room type are published on the My Aged Care website and also at www.arcare.com.au. The RAD is fully refundable on departure and replaces the old ‘bond’ style of payment.

Upon payment of the RAD, the resident must be left a minimum of $46,000 in cash/assets. If the RAD is paid in full within 7 days of admission no interest will be charged. The Aged Care Act, 1997 (Commonwealth) stipulates that you have 6 months to pay the RAD. Interest will be calculated on unpaid RAD’s at the current government legislated interest rate of 6.14% per annum from the admission date. The RAD is protected by the Aged Care Act, 1997 (Commonwealth).

The deposit is fully refunded when you leave the aged care home, less any amounts you have agreed to have deducted.

Those residents transferring to another aged care residence or returning home will have their RAD refunded within 14 days from discharge. In the case of a deceased resident, the RAD will be refunded within 14 days of receipt of a certified copy of probate.

A Daily Accommodation Payment (DAP) is a rental-type payment. Instead of paying the accommodation payment in full as a RAD, an ongoing daily payment can be selected. The DAP amount is calculated by using the RAD amount and the government set interest rate (currently 6.14% p.a.). Examples of DAP payment options can be found at: www.arcare.com.au, or on our fees sheet. Like rent, no funds are returned when the resident leaves the Arcare residence.

You can opt to pay part of the accommodation payment as a lump sum RAD and then the balance via DAP payments. DAP payments will be calculated based on the outstanding RAD amount.

If you choose a combination of RAD and DAP and you elect to have the DAP taken from the RAD, your DAP payment will increase over time as the RAD amount is reduced.

All Arcare aged care residences collect fees and charges as applicable to each resident on a monthly basis in advance. Fees are collected by direct debit, and the resident is requested to complete a Direct Debit form on entry to the residence. There is no fee associated with this direct debit service.
## ARCARE HOME CARE SERVICES

### SCHEDULE OF FEES

**Effective July 6th, 2015**

### SERVICES AVAILABLE

- Personal care
- Domestic care
- Respite care
- Meal preparation
- Transport
- Medication prompt
- Shopping assistance
- Companionship

<table>
<thead>
<tr>
<th>Services</th>
<th>Monday to Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client related travel</strong></td>
<td>6am - 8pm</td>
<td>Day &amp; night</td>
<td></td>
</tr>
<tr>
<td>$1.05 / km ($1.16 w / GST)</td>
<td>$30.30 / 30 min shift ($33.33 w / GST)</td>
<td>$54.30 ($59.73 w / GST)</td>
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</tr>
<tr>
<td><strong>Care management</strong></td>
<td></td>
<td></td>
<td>Day &amp; night</td>
</tr>
<tr>
<td>$74.45 / 1 hour ($81.90 w / GST)</td>
<td>$43.65 / 1 hour shift ($48.02 w / GST)</td>
<td>$66.10 ($72.71 w / GST)</td>
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</tr>
<tr>
<td><strong>Phone support (24/7)</strong></td>
<td></td>
<td></td>
<td>Public holidays</td>
</tr>
<tr>
<td>Free</td>
<td>$50.55 / 1 hour shift ($55.61 w / GST)</td>
<td>$80.05 ($88.06 w / GST)</td>
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</table>

### Overnight services

- Call 1300 726 291

### Nursing Services (QLD Only)

<table>
<thead>
<tr>
<th>Services</th>
<th>Monday to Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PAS / RUDAS Assessment</strong></td>
<td>6am - 8pm</td>
<td>Day &amp; night</td>
<td></td>
</tr>
<tr>
<td>$139.40 ($153.34 w / GST)</td>
<td>$45.45 / 30 min shift ($50.00 w / GST)</td>
<td>$108.45 ($119.30 w / GST)</td>
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</tr>
<tr>
<td><strong>Continence assessment</strong></td>
<td></td>
<td></td>
<td>Day &amp; night</td>
</tr>
<tr>
<td>$139.40 ($153.34 w / GST)</td>
<td>$8780 / 1 hour shift ($96.58 w / GST)</td>
<td>$118.75 ($130.63 w / GST)</td>
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<tr>
<td><strong>Public holidays</strong></td>
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<td>Public holidays</td>
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<tr>
<td></td>
<td>$98.00 / 1 hour shift ($107.80 w / GST)</td>
<td>$165.20 ($181.72 w / GST)</td>
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### Contact Information

CALL 1300 726 291

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GST

GST is charged at a rate of 10% where applicable. Where the Care Services are being contracted and paid for by a third party, GST will be applied to all services.

Where a client is purchasing directly from Arcare Home Care Services, they will be exempt from GST.

CREDIT TERMS

All services are invoiced relevant to the fees outlined above. Invoices are strictly 14 day credit terms. Overdue accounts will incur a monthly finance charge.

CANCELLATION POLICY

In the case where a shift needs to be cancelled, Arcare Home Care Services requires notice by no later than 4:00pm the day prior to the shift being provided. Should less notice be provided, a cancellation fee equivalent to the full length of the shift will be charged.

HOURS OF OPERATION

Arcare Home Care Services office hours are from 9:00am to 5:00pm, Monday to Friday. Arcare Home Care Services operate an After Hours back-up phone service outside of these hours, which can be contacted on 1300 726 291, including public holidays.

REGIONS SERVICED

CALL 1300 726 291