

What is home care?

In keeping with Outlook Christian Living's Aim & Mission to provide *a loving and caring Christian atmosphere* and supporting you in *living life to the full*, we are now offering home care services to all retirement village residents. We understand that sometimes a little extra help enables you to continue to live safely and comfortably in your own home.

We create an **individual care services** plan to support you to live independently in your own home for as long as possible. At every stage, we are committed to assisting you to maintain your quality of life, and enabling you to continue to make your own decisions regarding your care needs.

Our team includes registered nurses, carers, allied health professionals and support workers, and we work in partnership with you to provide help and assistance with a wide range of personal and household tasks. Our services include Personal Care, Domestic Assistance, Nursing and Allied Health Services, Care Management and Social Support. All residents of Outlook Christian Living retirement villages also have access to free and confidential Pastoral Care.

Services are available 365 days a year, as well as an on-call phone number available for after-hours support with non-medical emergencies. While our services are designed to be paid from your government-funded home care package, we can also provide private (fee-paying) services subject to staff availability.

There are four levels of home care packages

Level 1	Support for basic care needs
Level 2	Support for low level care needs
Level 3	Support for intermediate care needs
Level 4	Support for high care needs

What do home care services cost?

Care Service	Time	Rate	
		30 mins	1 hour
Domestic & Personal Care Services <i>Minimum Cert III qualification. Assist with domestic housekeeping, showering, grooming, medication prompting, respite, transport, shopping, meal preparation & social support services</i>	Weekday 7am-6pm	\$41.25	\$82
	Saturday	\$62	\$124
	Sunday	\$79.50	\$159
	Public Holiday	NA	\$176
Nursing Care	Weekday 7am-6pm	\$95.70	\$138
	Weekday 6pm-12am	NA	\$146
	Weekday 12am-6am	NA	\$154
	Saturday	NA	\$185
	Sunday	NA	\$219
	Public Holiday	NA	\$247
Specialist Nursing Care <i>Includes medications, clinical assessments, palliative care, complex wounds, catheter care, asthma & diabetes</i>	Weekday any time	NA	\$152
	Saturday	NA	\$221
	Sunday	NA	\$260
	Public Holiday	NA	\$295
Transport in worker's vehicle		\$1.85 / km	
Case Management Services <i>Assistance with support management services. Minimum 15 min increments</i>	Weekday 9am-5pm		\$120
Care Management Fee <i>(price per fortnight)</i>	Level 1	\$61.46	
	Level 2	\$108.08	
	Level 3	\$235.34	
	Level 4	\$356.72	
Package Management Fee <i>(price per fortnight)</i>	Level 1	\$61.46	
	Level 2	\$108.08	
	Level 3	\$235.34	
	Level 4	\$356.72	
Service Cancellation Fee	48 or more hours' notice	No charge	
	Less than 48 hours' notice	Full cost of service	

Please note

- Rates above do not include GST
- Rates are current at September 2025
- A service fee of \$14.95 is applied per invoice for all referral services