

CONSUMER WELCOME PACK

(AGED CARE & HOME CARE PACKAGES)



ghca
Aged Care Services



02 8660 1936



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20 Carlton St. Granville NSW 2142

Welcome Message

Dear Consumer,

Welcome to Glow Health Care Australia!

We are truly delighted to have you with us and look forward to supporting you in every step of your journey with us.

At GHCA, we are committed to providing compassionate, high-quality care that is tailored to your individual needs and preferences. We understand that transitioning into aged care or a new provider can be a big change, and we are here to ensure that you feel comfortable, valued, and supported from the moment you arrive.

Our team is dedicated to creating a safe, warm, and welcoming environment where you can feel at home. We strive to provide you with the care, respect, and dignity you deserve, while also promoting independence and personal choice.

You will find that our team is always here to help with any questions or concerns you may have. From our care staff to our management team, we are committed to making sure your experience with us is as comfortable and positive as possible.

We encourage you to take your time in settling in and to let us know if there is anything we can do to make you feel more at ease. Your comfort and well-being are our top priority, and we are here to listen, assist, and make sure your needs are met.

If you ever need anything or have any questions, please don't hesitate to reach out. We're excited to be a part of your journey, and we look forward to getting to know you better in the days ahead.

Once again, welcome! We're so glad you've chosen us for your care, and we look forward to providing you with the best possible experience.

Warm regards,

PETUA EUNICE MUFUMBIRO
Director

Our Services

As an Approved Aged Care Provider, we at Glow Health Care Australia, committed to reshaping aging into a positive experience, bringing comfort to families and seniors. With compassionate care and reliable services, we're here to support you every step of the way. We are funded under Aged Care to provide the following supports and services:

The Home Care package covers a wide range of services to help you live independently at home and participate in your community. Packages are designed to be flexible and adaptable to your needs. Choosing an approved Home Care Package Provider like Glow Health Care Australia will guarantee you better support, sound advice and effective management of your funds. We'll help you tailor your package to suit your needs. And if your needs change, your services can change too. We're here for you.

In Home Services

- Household Tasks & Cleaning
- Meal Preparation & Healthy Eating Advice
- In Home Respite
- Laundry Service
- Gardening & Handyman Jobs
- Home Maintenance & Repairs
- Home Modifications
- Shopping Assistance
- Trades Services (Plumbers, Electricians)

Health & Wellness

- Personal Care
- Continence Products
- Podiatry
- Occupational Therapy
- Massage Physiotherapy
- Medical & Mobility Equipment
- Social Outings
- Counselling & Psychology
- Grooming Services
- Clinical Nursing
- Dementia & Palliative Care

Service schedule you would prefer

Name:			
Address:			
Level:		Hours/Week:	
Date:		Edited by:	

Services	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Home Cleaning							
Meal Preparation							
Personal Care							
Community Access							
Gardening Services							

Request On Extra Services:

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Requested Personal Alarm:

Contact Person's Name	Contact Person's Number	Relationship To Client

Home Care Package Subsidy

This schedule provides information on the price for common services you can access through a Home Care Package. Outlined appropriate costs will be deducted from your overall packaged budget, GST free. Pricing for allied health services, home maintenance/modification, aids, equipment which may form part of your Care Plan and Service Agreement are not included, they are priced at the time of need.

- Level 1 Basic care needs
- Level 2 Low-level care needs
- Level 3 Intermediate care needs
- Level 4 High level care needs

HOME CARE PACKAGE PER DAY	Level 1	Level 2	Level 3	Level 4
SUBSIDY RATE	\$29.01	\$51.02	\$111.04	\$168.33
BASIC DAILY FEE	As per client agreement			
ITCF – INCOME TESTED CARE FEE	As per client income			
SUPPLEMENTS	See specific Supplement			
TRANSFER FROM OTHER PROVIDER	As per transfer			
PER ANNUM	\$10,588.65	\$18,622.30	\$40,529.60	\$61,440.45

You may be required to pay basic daily fee. However, should income tested fee apply, the indicative amount as per the government individual's assessment is payable to the service provider, plus incidentals. Further information about your contribution can be located on the My Aged Care website:

www.myagedcare.gov.au Telephone: 1800 200 422

PRIMARY SUPPLEMENTS PER DAY	Level 1	Level 2	Level 3	Level 4
DEMENTIA & COGNITION SUPPLEMENT	\$3.34	\$5.87	\$12.77	\$19.36
VETERANS SUPPLEMENT	\$3.34	\$5.87	\$12.77	\$19.36
ENTERAL FEEDING SUPPLEMENT	\$22.36 (Bolus) \$25.11 (Non-Bolus)			
OXYGEN SUPPLEMENT	\$14.11			
TOP-UP SUPPLEMENT	As determined by the Secretary			
HARDSHIP SUPPLEMENT	As determined by the Secretary			
VIABILITY SUPPLEMENT	As determined by the Secretary			

The rates for the primary supplements and the viability supplement are indexed every year on 1 July. View the current rates in the [Schedule of Subsidies and Supplements](#):

[https://www.health.gov.au/resources/publications/home-care-packages-program-subsidies-and-supplements- update](https://www.health.gov.au/resources/publications/home-care-packages-program-subsidies-and-supplements-update)

Glow Health Care Australia Price Guide

PRICING PER DAY	Level 1		Level 2		Level 3		Level 4	
	Day	Fortnight	Day	Fortnight	Day	Fortnight	Day	Fortnight
FULLY MANAGED								
Care Management	\$3.19	\$44.68	\$5.61	\$78.57	\$12.21	\$171.00	\$18.52	\$259.23
Package Management	\$3.19	\$44.68	\$5.61	\$78.57	\$12.21	\$171.00	\$18.52	\$259.23
SELF MANAGED	Day	Fortnight	Day	Fortnight	Day	Fortnight	Day	Fortnight
Care Management	\$1.45	\$20.31	\$2.55	\$35.71	\$5.55	\$77.73	\$8.42	\$117.83
Package Management	\$3.19	\$44.68	\$5.61	\$78.57	\$12.21	\$171.00	\$18.52	\$259.23
Prices are adjusted in accordance with latest My Aged Care guidelines, displayed in numerical format.								

Care management is an important service that includes coordinating care and services that will support your Care Plan goals. Every Home care package, including those that are self-managed require some degree of care management.

OTHER COSTS	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
TRAVEL & MILEAGE (PER KM)	\$1	\$1	\$1	\$1
EXIT FEE	\$0	\$0	\$0	\$0
LATE CANCELLATION	Notified after 5pm the day before scheduled service, 1 hour service fee will apply.			
ON SITE CANCELLATION	Within service hour or client no show on schedule service hour, full charge will apply.			

Common Services Per Hour	Standard	Non-Standard				
	Weekday	Evening	Overnight	Saturday	Sunday	Public Holiday
Standard 2 Hours Minimum Per Service Applies.						
Personal Care	\$61.60	\$68.99	\$95.48	\$92.40	\$107.80	\$154.00
Cleaning & Household Tasks	\$61.60	\$68.99	-	\$92.40	\$107.80	\$154.00
Transport – Community & Services	\$61.60	\$68.99	\$95.48	\$92.40	\$107.80	\$154.00
Light Gardening	\$63.80	\$71.45	-	-	-	-
In Home Respite	\$63.80	\$71.45	\$98.89	\$148.33	\$173.05	\$197.78
Nursing Services	\$81.40	\$91.16	\$126.17	\$122.10	\$142.45	\$203.50
Personal Care	\$61.60	\$68.99	\$95.48	\$92.40	\$107.80	\$154.00
All other services are provided on a quote basis						
Spring Cleaning * Professional Cleaning * Professional Gardening * Allied Health Services * Assisted Technology * Personal Monitoring Systems * Home Modification & Maintenance						

Homecare subsidy funding cannot be used as a general source of income for items such as: day to day bills, food, mortgage payments, rent, travel & accommodation, entertainment activities such as club membership or tickets to sporting events, other types of care funded, or jointly funded by the Australian government.

**Please note: UNSPENT SUBSIDY
are transferable to new service providers and must be refunded back to the government**

Let's Get Started Today

Our friendly team can help you get the right care for yourself or someone you love.

Choosing an approved Home Care Package Provider like Glow Health Care Australia will guarantee you better support, sound advice and effective management of your funds.

We'll help you tailor your package to suit your needs. And if your needs change, your services can change too. We're here for you.

At Glow Health Care Australia our aim is to improve our client's healthcare outcomes by providing responsible quality care.

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