



A guide to fees and charges in Victoria

Why choose Regis Home Care?

At Regis, our friendly, personal approach to in-home care means we understand all the little things that make living at home easier. With almost 30 years of experience in caring for the older members of our community, we realise the importance of companionship and independence.

Our qualified and experienced Home Support Workers build trust and friendships with you so that you can be confident in the consistent care and services you receive.



Our services



Personal care

Everyday personal care is unique to each of our clients. We provide a variety of personal services, which could include tasks such as support with personal hygiene, getting ready for the day, moving safely around your home and assisting you to take your medications on time.



Overnight sleepover

Our sleepover service can provide you with support and reassurance in case you need help overnight.



Cooking and meal preparation

Take the trouble out of healthy eating – our team can help you prepare and cook your favourite meals at home.



Nursing

We can provide the necessary clinical assessments, clinical care planning and nursing care to help you live well.



In-home respite

Carers need support too. Our in-home respite provides short-term care for those in a caring role.



Help around your home

Our team can help you keep your home clean and tidy. This could include a variety of common household tasks, such as cleaning, washing, ironing and vacuuming.



Home maintenance

From odd jobs around the house to home modifications, home maintenance is an important element to keeping your home safe and habitable.



Shopping

We can support you with your shopping needs, both locally and online.



Gardening

Our trusted third-party teams can help with light gardening services at your home.



Transport

We can coordinate transport to and from the shops, medical practitioners, community events and visits to your friends and family.



Allied health

Our trusted third-party teams can assist you to maintain or restore your strength, balance, mobility and coordination.



Companionship

Our trusted and local Home Support Workers are here for you. They understand who you are and how you want to connect and socialise. This could mean simply enjoying peace and quiet together at home, or actively participating in activities you're interested in out in the community.



Spring cleaning/high cleaning services

We partner with trusted service providers to assist with cleaning services that require working at height, or commercial grade equipment.

Prices for services

Direct Care Services

Service		Monday–Friday 6am– 8pm	Monday–Friday 8pm–6am	Saturday	Sunday	Public holiday
<ul style="list-style-type: none"> Personal care Help around your home In-home respite Shopping Transport Companionship Cooking and meal preparation 	30 min	\$51.99	\$58.67	\$74.43	\$78.38	\$96.87
	1 hour	\$79.98	\$90.26	\$114.51	\$120.58	\$149.03
<ul style="list-style-type: none"> Nursing 	30 min	\$90.67	As quoted			
	1 hour	\$139.49	N/A	\$213.96	\$213.96	\$252.74
<ul style="list-style-type: none"> Overnight sleeper 	per service	N/A	\$507.98	\$625.54	\$649.82	\$763.62
<ul style="list-style-type: none"> Travel 	km	\$1.29				

Other services

Service	Description
Gardening	Indicative prices are currently ranged between \$70 – \$90 per hour. As these services are personalised, costs may vary and will be determined with you at the time of booking.
Allied health	As these services are personalised, costs may vary and will be determined with you at the time of booking.
Home maintenance	As these services will be individualised, costs will vary depending on the scope of work. Pricing will be agreed with you prior to work commencing.
Spring cleaning/high cleaning	Costs will vary depending on the scope of work. Quotes will be provided for your approval prior to booking these services.

Home Care Package Fees

Package Management

Package Management is a service that supports the safe and smooth delivery of your care and services. This includes scheduling, organising and paying for third party services and equipment, producing monthly statements and invoices, compliance and assurance activities.

Package Management Fee		Level 1	Level 2	Level 3	Level 4
Fully managed by Regis	per fortnight	\$49.25	\$86.61	\$188.48	\$285.72

Care Management

Care Management is a service that must be provided for all Home Care Package clients. Our Client Service Managers will ensure your needs, goals and preferences are regularly reviewed and ensure care and services are aligned with other supports you need or have in place.

Service		Level 1	Level 2	Level 3	Level 4
Care Management	per fortnight	\$49.25	\$86.61	\$188.48	\$285.72
	approximate hours	0.5	1	2	3

Other charges

Third party services, goods and equipment	There are no additional charges for allied health services, home and garden maintenance services or the purchase of goods and equipment. We have a network of local direct care service providers who assist us to ensure services are available when you need them. Please refer to the terms and conditions over the page for further information.
Basic Daily Fee	At Regis, we do not charge this fee unless you choose to make a contribution to increase the funds available in your Home Care Package.



Terms and conditions

- Effective 1 July 2023.
- Services provided through a Home Care Package are GST free. GST may apply if additional services are purchased or you are not eligible for services subsidised by the Commonwealth Government.
- Minimum service time is 30 minutes, then 15 minute increments thereafter.
- Direct Care services for 30 minutes are charged at 65% of the hourly rate.
- Service alterations: Regis Home Care must be notified if services are to cease or a change in frequency or duration is required. Regis reserves the right to charge for a scheduled service if notice of cancellation is provided after 5PM on the day prior.
- Travel: \$1.29 per km for travel undertaken with you, or on your behalf.
- Overnight Sleepover: 12 hour overnight service 6pm–6am and includes active care 6pm–10pm, and an inactive period from 10pm–6am. Up to 2 hours of care may be provided during the inactive period if needed.
- Third party direct care services: The price charged for services sourced through our preferred provider network will be equivalent to the Regis published price. If the cost of direct care services from a provider of your choice varies from the Regis published price, the cost of those services (inclusive of Regis' business costs) will be discussed and agreed with you and documented in your Home Care Package budget prior to the booking for the service being confirmed.



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services

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