

# ECH HOME CARE PACKAGE FEES EXPLAINED

**When you choose to bring your Home Care Package (HCP) to ECH, our expert team will work with you to create an individual care plan and budget based on your health and wellbeing goals.**

The majority of the funds from your HCP go towards the provision of these services, however there are two other charges associated with your HCP, these include a Care Management fee and Package Management fee.

This year as part of our annual price review we have revisited our Home Care Package pricing. As a result of this review you will see that the fee for our Care Management has increased however the fee for our Package Management has decreased.

**Therefore, the overall Home Care Package Management price has remained the same as the previous financial year.**

The change to our pricing reflects the value that your dedicated ECH team provide to you through individual care planning and regular reviews.

We have also been able to realise several efficiencies through the introduction of a new finance system which is how we have been able to reduce our package management fees.

As a registered charity and not-for-profit organisation, we believe it's vital to be open and transparent with fees and pricing, the information below explains more about what your Care Management and Package Management fees include.

## ECH CARE MANAGEMENT

Our Care Management fee includes access to a team of experienced and knowledgeable ECH staff who will work with you to create a personalised care plan.

This care plan is then regularly reviewed with you to ensure that any changes to your needs are identified and if your goals change your care plan will also be updated accordingly.

Your dedicated ECH team includes your Care Coordinator, a clinically trained Nurse Consultant plus access to an ECH GP, if needed.

Your team will ensure you have access to the right support and advice and can provide referrals to ECH Allied Health professionals if required.

Plus, if you ever need to go into hospital or respite your ECH team will ensure you have the right support around you both while in hospital and when you return home so that you can continue to stay in control and live independently with confidence.



## ECH PACKAGE MANAGEMENT

Our Package Management fee covers the administration costs to handle your package. When you bring your HCP to ECH we set up an account for you on our systems.

An ECH staff member enters your details to ensure the monthly funds we receive from the Government on your behalf are secure and accurately managed against your established budget to achieve the goals detailed in your care plan.

This also ensures you receive communications such as your monthly statement in a timely manner. Prior to sending your monthly statement your Care Coordinator reviews it to check it is correct before sending it to you.

Package Management also covers any costs associated with ensuring your services are delivered safely and in the line with the Government Aged Care Standards.

At ECH we follow a continuous improvement approach, constantly auditing our policies and procedures and looking at ways to improve the care and services we deliver.

Alongside this we have a detailed risk management framework ensuring potential risks to our clients and staff can be identified in advance and processes and procedures put in place to avoid risks where possible.

The ECH Consumer Reference Group (chaired by members with lived experience and attended by the ECH Chief Executive) ensures people receiving our services are engaged and involved in the continuous improvement process.

Included in this process is the analysis of feedback we receive from customer surveys as well as compliments and complaints.

ECH does not charge a client contribution fee unless you overspend your HCP budget. We keep track of this for you and will ensure you have access to any additional funding or financial hardship supplements that may be available.

ECH			
	Package Management	Care Management	Total
Level 1	4%	16%	20%
Level 2	5%	23%	27%
Level 3	4%	23%	27%
Level 4	4%	21%	25%
Average	4.25%	20.75%	24.75%

## RATES AS A % OF HCP FUNDING

This table shows the percentage of how your Home Care Package funds are split between ECH Package Management and ECH Care Management.

## MORE INFORMATION

If you have any questions relating to our Care Management or Package Management fees then please speak to your ECH Care Coordinator in the first instance.

Alternatively you can ring our friendly team on 1300 275 324 or email us at [ask@ech.asn.au](mailto:ask@ech.asn.au)

