

Bene Casa Home Care



Homes are often at the heart of our lives because they hold a lifetime of special memories and experiences. At Bene, we like to think that our clients are at the heart of all that we do too. We not only appreciate your goals, we make them our own so that you can enjoy your life to the fullest. That's why our Home Care support service is so important.

Perhaps you need a little extra help around your home or after a stay in hospital – you can rely on Bene Casa Home Care to provide daily or weekly services that support independent living in your own home. Our specialised nursing support, senior fitness, and lifestyle and wellness programs suit all kinds of needs, including the chronically ill and people with disabilities.

A new lease on life

Home life is just the start. Imagine a personal concierge style service that eases daily burdens and provides just the right level of independence you need to get out and about with friends, family and your community. With Bene, a little help can go a very long way.

You may need a little personal shopping assistance, some help with the cleaning and laundry, or transport to appointments and social outings. It's like help from family or friends who know when and where to make living at home a bit easier and safer, so you'll be free to pursue your interests and discover more time to enjoy life.



All the services you need

Bene Casa offers a wide range of services.



Home & Garden

- Cleaning
- Spring cleaning
- Bed-making and linen change
- Laundry and ironing
- Cooking
- Grocery shopping
- Bill payment
- Home maintenance
- Garden maintenance

Personal Support

- Dressing and undressing
- Bathing and showering
- Grooming
- Personal hygiene
- Assistance with eating
- Medication management
- Wound care
- Pain management
- Toileting
- Continence management
- Chronic disease management
- Diabetes care support
- Dementia care support
- Palliative care support
- Overnight care
- 24-hour access to emergency assistance
- Assistive technology
- Aids and equipment
- Home modifications

Lifestyle & Wellness

- Staying social at home
- Staying social out and about
- Group and one-on-one social activities
- Support to maintain hobbies and interests
- Personal transport and chaperone
- Personal shopping assistance
- Allied health services
- Specialist gym for senior fitness



How to access care

Depending on your needs and circumstances, there are several ways to access home care services. If you meet the eligibility criteria, government funding may be available through Home Care Packages or the Commonwealth Home Support Program. Alternatively, you can pay privately for any of our services at any time.

Further information about how to access care and an explanation of home care costs are available on the Bene website.

Or simply call the Bene customer service team on 08 8131 2000 for step-by-step assistance to help you understand the options available and support you through the My Aged Care referral process.

Care planning and goal setting

With Bene Casa Home Care, you are in control of the support services that you receive. Bene will partner with you and support you to choose the care and services that best meet your goals.

A Care Manager will be with you every step of the way to assist you in the decision-making and management of your care plan. Rest assured they will approach any concerns you may have with compassion and sensitivity. Working with you, Bene will help design an ongoing program of health and lifestyle support services that's just right for you.

For further information and advice specific to your situation, please call 08 8131 2000 or email homecare.team@bene.org.au to arrange a one-on-one consultation with a Bene customer service team member.

Home Care Costs Explained

Depending on your needs and circumstances, there are several ways to access your home care services. If you meet the eligibility criteria, Government funding may be available through Home Care Packages (HCP) or the Commonwealth Home Support Programme (CHSP). You can also pay privately for any of our services at any time.

Government Subsidised Care

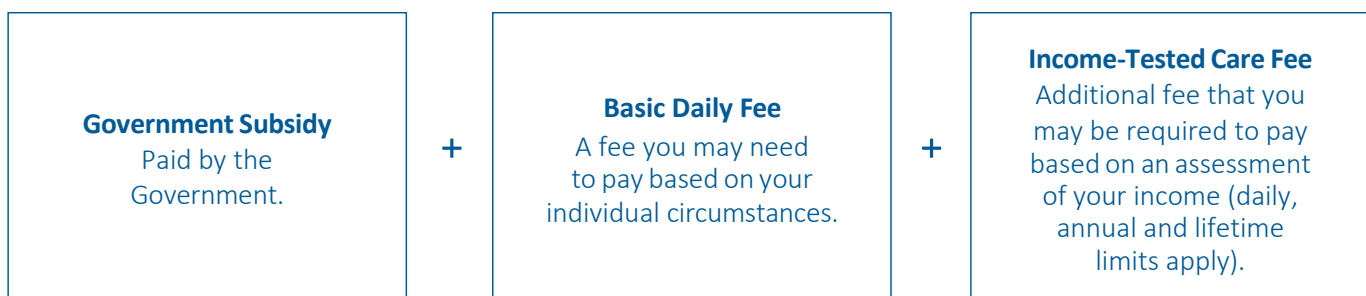
Home Care Packages (HCP)

HCP provides Government funded home care designed for older people requiring more **comprehensive and tailored services**.

There are four levels of Home Care Packages available to meet different levels of care needs.

- ✓ Level 1 – basic support
- ✓ Level 2 – low level support
- ✓ Level 3 – intermediate support
- ✓ Level 4 – high level support

Your home care package has the following fee structure:



Your home care package fees cover three main service components:



Commonwealth Home Support Programme (CHSP)

CHSP provides Government funded home care designed for older people requiring **entry level services**. For detailed information on CHSP, please contact our friendly customer service team on 08 8131 2000.

Privately Funded Care

Bene's fee-for-service option may be the solution for you.

Our fee-for-service option is suitable for people who are;

- ✓ On a wait list for a government subsidised home care service
- ✓ Already receiving a Government subsidised home care service but would like additional services
- ✓ Do not qualify for funding support.

There's less paperwork, less waiting and you can work directly with Bene to design a level of service that's tailored to your circumstances.

For further information or step-by-step assistance accessing Home Care services, contact Bene on 08 8131 2000.

Additional information on aged care services is available on www.myagedcare.gov.au or by calling 1800 200 422.

Schedule Fees and Charges

Home Care Packages as at 1st February 2025



As part of our commitment to you the following information is provided.

Standard Hours

Standard hours are Monday to Friday 7am – 8pm. If we deliver outside these hours they are classed as Non Standard and will be noted in the schedule.

Transport Fees

If a Bene staff member is required to take you to an appointment or out to a social function we will charge you per kilometre travelled and travel time.

Minimum Visit

Our minimum visit is 30 minutes and is charged as a short visit-differing fees will apply.

Allied Health

To access these services we will provide you with a list of agencies that we have registered as contractors. This will provide you with the choice to decide who you would like to access depending on your assessed need.

Light Gardening and Home Maintenance

We will use both Bene staff and other registered contractors to deliver light gardening and home maintenance. Outsourced home maintenance and modifications will be charged as quoted by contractors.

Basic Daily Care Fee and Income Tested Fees

Please discuss with one of our team as these fees can vary depending on individual circumstances.

Cancellation fee

Full fee applies if not notified by 4.30 pm the day before.

Daily Subsidy

The Government daily contribution, based on the level of your Home Care Package.

Schedule Fees and Charges



Fees as of 1st July 2025

Care Management and Package Management Fees

HCP	Daily	Daily Care Management	Daily Package Management
Level	Subsidy	Bene	Bene
Level 1	\$29.95	\$4.06	\$3.18
Level 2	\$52.67	\$7.28	\$5.60
Level 3	\$114.65	\$13.09	\$11.71
Level 4	\$173.81	\$19.95	\$17.73

Home Care Package	Average Care Management Hours per fortnight	Care Management Cost per Fortnight	Package Management Costs per fortnight
Level 1	1	\$56.84	\$44.52
Level 2	2	\$101.92	\$78.40
Level 3	4	\$183.26	\$163.94
Level 4	5	\$279.30	\$248.22

Hourly Price For Services	Who delivers this service	Mon - Fri 7am - 8pm	Mon - Fri 8pm - 7am	Sat	Sun	P/Hol
Common Service Short Shifts (30 minute duration)	Bene Staff	51.00	\$61.20	\$76.50	\$89.25	\$112.20
Personal Care	Bene Staff	\$85.00	\$102.00	\$127.50	\$148.75	\$187.00
Cleaning and Household tasks	Bene Staff	\$85.00	\$102.00	\$127.50	\$148.75	\$187.00
In Home Respite and Social Support	Bene Staff	\$85.00	\$102.00	\$127.50	\$148.75	\$187.00
Light Gardening	Bene Staff / Contractors	\$70.00	N/A	N/A	N/A	N/A
Nursing Short Shifts (30 minute duration)	Bene Staff	\$84.00	\$100.80	\$126.00	\$147.00	\$184.80
Nursing Services <i>Supplies will be charged at individual rates</i>	Bene Staff	\$140.00	\$168.00	\$210.00	\$245.00	\$308.00
Allied Health Services	Contractors	Rate charged by contractor				
Transport per KM (in visit)	Bene Staff	\$1.15	\$1.15	\$1.15	\$1.15	\$1.15

If you require any services or supports not listed above please discuss with you Case Manager