

Pricing Schedule

Let us support you to work things out

At mobility we designed our Home care package services with our own loved ones in mind. This means we include all the important things that other providers have as optional extras. For example:

- All our Care plans (self or provider managed) are created by a Registered Nurse, in conjunction with you and your loved ones.
- Our service includes extensive clinical monitoring by a Registered Nurse. This ensures your care evolves with your needs with professional oversight of your care and care team.
- Self Managed; With 18 services available across over 8,000 qualified support workers and clinicians on our sister company mobility's app, we make self managing easy. One of our fantastic care managers assists you to set up your initial care team. Only when you have what you need do we hand over the reigns for you to self-manage.

We also found other providers fees and charges incredibly confusing to understand and compare so we've made things simple with one flat fee.

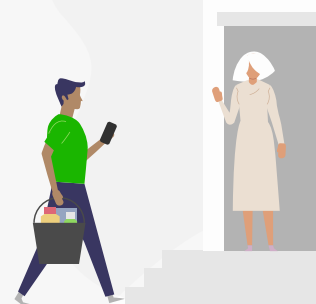


Speak to one of our team today
1300 GET CARE (1300 438 227)
or agedcare@mobility.com.au

mobility
aged care

At mobility we believe in 7 things when it comes to your support team;

1. **Choice:** You get to choose from our vast range of local carers.
2. **Consistent:** We create your team with you so you have the same people looking after you, NOT whoever we have available.
3. **Quality:** We match you with Carers based on your needs; Registered Nurses, Carers with an Aged Care Certificate III or above, Professional Cleaners & more.
4. **Continuity:** Our Carers sit our bespoke training ensuring a mobility standard level of care.
5. **Safety:** We verify all Carers documentation regularly; Police Checks, First aid & CPR, Qualifications, Driver's license, Vehicle Registration.
6. **Transparency:** Our handy app enables you and your loved ones to see your Carer arriving to your home through our mapping functionality. Plus see a calendar of all your bookings, invoices & your budget!
7. **Cost-effective:** We cut out the middle-man so your carers keep more of the money themselves which means they stay longer.



Organising care for someone else?

We've got you covered. It's stressful trying to manage a loved ones care, run your own busy life and keep other family members informed.

This is where mobility comes into its own. Each and every family member can have the app on their smart phone ensuring transparency and shared knowledge.

You will see the Care Worker arrive to your loved one's home, clock on and clock off. Our Geo tracking technology will give you peace of mind that your loved one is getting the care they need, the care you've organised. Share feedback and keep track of care workers' schedules and your budget and see the clinical review of your loved one's condition – all as it happens.



Speak to one of our team today
1300 GET CARE (1300 438 227)
or agedcare@mobility.com.au

mobility
aged care

Your Care Team

At Mobility, our focus is on empowering older Australian's to stay at home and choose who cares for them without it costing the earth. We created the mobility app to make things accessible, affordable and simple when it comes to customising your care to best meet your needs.

Our Care Managers are the heart of Mobility, delivering 5 star service guaranteeing a 24hr response time to your queries.

Our easy-to-use app combined with our great customer care team puts you in the driver's seat and allows you to take control of your care.

Care management

Care Management is essential in ensuring your services not only support you to live the way you choose to but are coordinated in such a way as to give you peace of mind. Your dedicated Care Manager will help you choose the right services and supports for you and coordinate your assessments, services and reviews.

Our team are all Australia based and available from 6am to 9pm Monday to Friday, 7am to 7pm on Saturday, and 9am to 8pm on Sunday. To help with any questions you have about your services, scheduling, pricing and adjusting your supports.



We support you as your needs change

If you are managing your Home Care Package with mobility, we will provide Clinical Monitoring to ensure your needs are met. Where many providers offer only standard care management, mobility goes above and beyond to ensure your services and supports best meet your needs. We want you to be the happiest and healthiest you can be!

mobility's Care Plan Review, is scheduled on a biannual basis and carried out by Registered Nurses. It's based upon your personal circumstance, goals, needs and preferences.

You may also ask for a care plan review at anytime.

The frequency of clinical monitoring is determined by your health condition and the level of in-home clinical care required. Your Care manager will review the care notes created by your carers. These care notes, which are mandatory after each shift, are specifically designed to identify early signs of deterioration. This enables us to detect changes and work proactively with your GP and allied health professionals to develop a clinical care plan that can be adjusted as needed



Fees & Charges

You shouldn't need a degree to figure out the cost of managing your Home Care Package and the care provided.

We have one fee that includes everything – all the fantastic services outlined above.

- No Set Up Fees
- No Exit Fees
- One Fixed Management Fee

Fees as of May 2024

Self managed: **15%**

Provider managed: **26%**



Speak to one of our team today
1300 GET CARE (1300 438 227)
or agedcare@mobility.com.au

mobility
aged care

Self-managed		Level 1 \$10,271.10 Cost per fortnight	Level 2 \$18,063.85 Cost per fortnight	Level 3 \$39,310.50 Cost per fortnight	Level 4 \$59,593.55 Cost per fortnight
Administration fee: The amount charged to administer your package funds	8%	\$31.60	\$55.58	\$120.96	\$183.36
Care Management: the amount charged to your package for a Registered Nurse to design your care plan and a care manager to do the initial set up of your care team	7%	\$27.65	\$48.63	\$105.84	\$160.44
Total	15%	\$59.26	\$104.21	\$226.79	\$343.81
Basic daily fee	\$0	\$0	\$0	\$0	\$0
Exit fee	\$0	\$0	\$0	\$0	\$0
Your Average Hours of Care: Support at home		5.4 per fortnight	9.4 per fortnight	20.6 per fortnight	31.2 per fortnight

Provider Managed		Cost per fortnight	Cost per fortnight	Cost per fortnight	Cost per fortnight
Administration fee: The amount charged to administer your package funds	8%	\$31.60	\$55.58	\$120.96	\$183.36
Care Management inc. Clinical Monitoring: the amount charged to your package for a Registered Nurse to design your care plan, a care manager to co-ordinate your care and a Registered Nurse to monitor your care	18%	\$71.11	\$125.06	\$272.15	\$412.57
Total	26%	\$102.71	\$180.64	\$393.11	\$595.94
Basic daily fee	\$0	\$0	\$0	\$0	\$0
Exit fee	\$0	\$0	\$0	\$0	\$0
Your Average Hours of Care: Support at home		4.6 per fortnight	8.2 per fortnight	18.0 per fortnight	27.2 per fortnight

*Average hours of care calculated by using the average hourly base rate across the mobility platform for the 5 key services. Personal Care \$67.66, Cleaning and household tasks \$60.54, Respite \$63.69, Gardening average \$60.93, Nursing \$73.64, and assuming an equal proportion of each of these services.

Services

There are a LOT of services and supports available on mobility. They fall into 4 main categories:

- Direct Care: personal care, household tasks and cleaning, gardening, shopping, meal preparation, social support
- Nursing: enrolled and registered nurses
- Allied Health: health and wellbeing services such as physiotherapy, occupational therapy, podiatry and more.
- Assisted Transport: escorted travel and shopping
- Ready Made Meals via our partnership with Coles

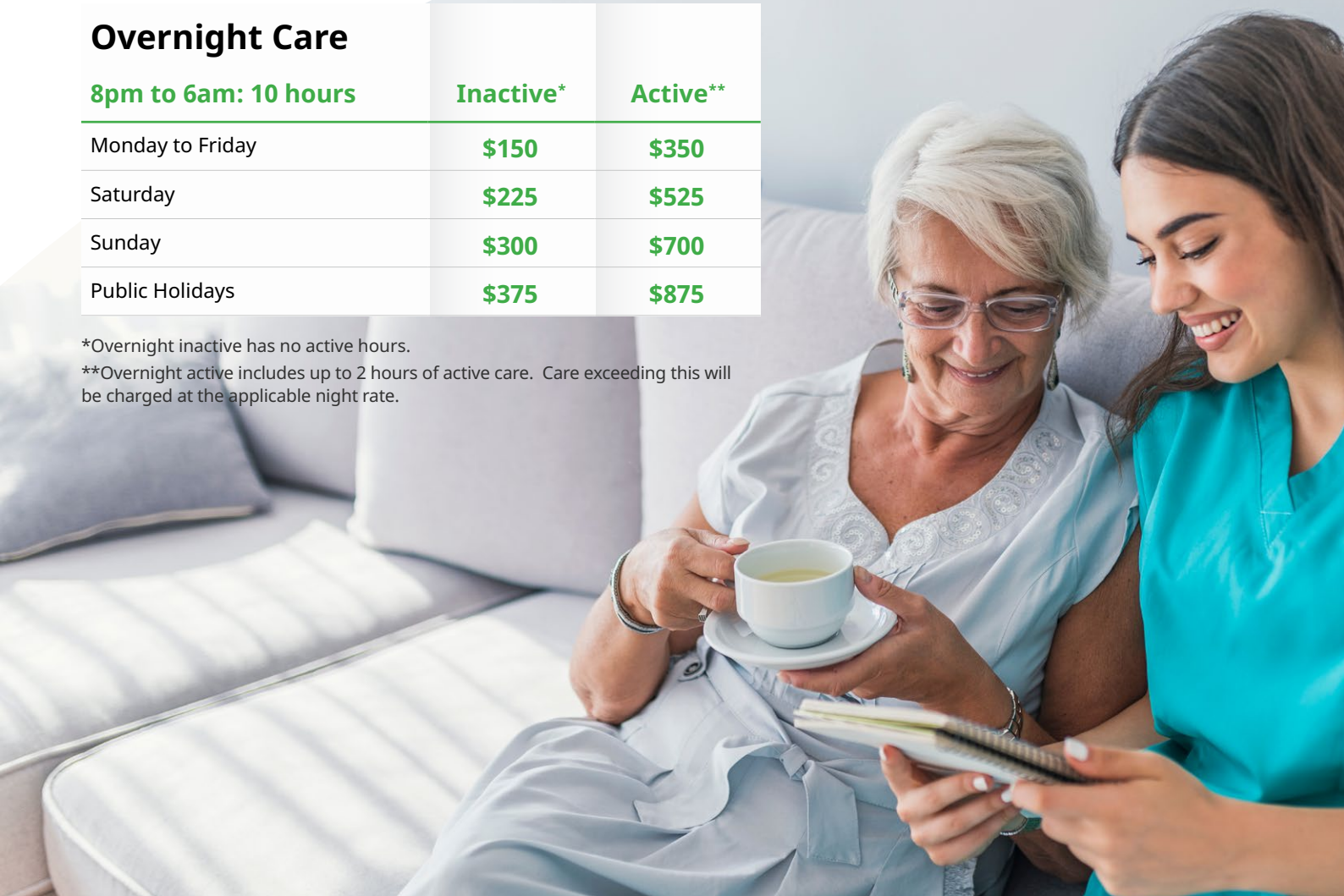
Daytime Care	Personal Care	Cleaning & Household tasks	Respite	Gardening	Nursing
Hours (average cost per hour)					
Monday to Friday From 6am to 8pm	\$67.66	\$60.54	\$63.69	\$60.93	\$73.64
Monday to Friday Evening rate from 8pm midnight	\$76.12	\$68.11	\$71.65	\$68.55	\$82.85
Monday to Friday Night rate from Midnight to 6am	\$77.81	\$69.62	\$73.24	\$70.07	\$84.69
Saturday	\$101.49	\$90.81	\$95.54	\$91.40	\$110.46
Sunday	\$135.32	\$121.08	\$127.38	\$121.86	\$147.28
Public Holidays	\$169.15	\$151.35	\$159.23	\$152.33	\$184.10

Overnight Care

8pm to 6am: 10 hours	Inactive*	Active**
Monday to Friday	\$150	\$350
Saturday	\$225	\$525
Sunday	\$300	\$700
Public Holidays	\$375	\$875

*Overnight inactive has no active hours.

**Overnight active includes up to 2 hours of active care. Care exceeding this will be charged at the applicable night rate.



Allied Health Services

Physiotherapy	\$194 average hourly rate
Exercise Physiology	\$161 average hourly rate
Occupational Therapy	\$194 average hourly rate
Speech Pathology	\$194 average hourly rate
Dietitian	\$194 average hourly rate
Social Work	\$100 average hourly rate
Podiatry	\$194 average hourly rate

Other Services

	Cost
Assisted transport	Carers Kms are charged at \$0.85 per km



Fee Comparison

Our transparent pricing makes things simple:

We charge a flat fixed fee

Self managed: 15%

(8% Admin & 7% Care management)

Provider managed: 26%

(8% Admin & 18% care management)

There are no hidden charges, no set up or exit fees and no daily contribution fees.

Our low fees ensure you get more care for your money.

Cancellations

At least 24 hours notice of any cancellation is required or the first hour of care will be charged.

How much do I have available to spend on care?

Mobility has made it simple through one easy fee and transparent pricing.

Self-managed	Level 1	Level 2	Level 3	Level 4
Your Average Hours of Care: Support at home	5.4 per fortnight	9.4 per fortnight	20.6 per fortnight	31.2 per fortnight

Provider managed	Level 1	Level 2	Level 3	Level 4
Your Average Hours of Care: Support at home	4.6 per fortnight	8.2 per fortnight	18.0 per fortnight	27.2 per fortnight

Average hours of care calculated by using the average hourly base rate across the mobility platform for the 5 key services. Personal Care \$67.66, Cleaning and household tasks \$60.54, Respite \$63.69, Gardening average \$60.93, Nursing \$73.64, and assuming an equal proportion of each of these services.



Speak to one of our team today
1300 GET CARE (1300 438 227)
or agedcare@mobility.com.au

mobility
aged care