

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 Provider Managed 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; 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

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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 111 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.

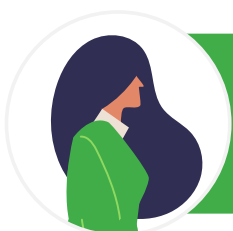


Organising care for someone else?

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.



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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 10pm 7 days a week 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 Clinical Monitoring, through our partner Carelynx, is carried out by Registered Nurses. It's based upon your personal circumstance and the level of your package:

- Level 1: Monthly or bi-monthly clinical monitoring dependent on client needs
- Level 2: Monthly clinical Monitoring
- Level 3: Monthly clinical monitoring plus Monthly special care review with client and carer
- Level 4: Fortnightly clinical monitoring plus Monthly special care review with client and carer



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.

Fees as of 1 May 2021

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

Self managed: **9%**

Provider managed: **20%**



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Self-managed		Level 1 \$9,026.45 Cost per week	Level 2 \$15,877.50 Cost per week	Level 3 \$34,550.90 Cost per week	Level 4 \$52,377.50 Cost per week
Administration fee: The amount charged to administer your package funds	4%	\$7	\$12	\$27	\$40
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	5%	\$9	\$15	\$33	\$50
Total	9%	\$16	\$27	\$60	\$91
Basic daily fee	\$0	\$0	\$0	\$0	\$0
Exit fee	\$0	\$0	\$0	\$0	\$0
Your Average Hours of Care: Support at home		3.8 per week	6.6 per week	14.4 per week	21.8 per week

Provider Managed		Cost per week	Cost per week	Cost per week	Cost per week
Administration fee: The amount charged to administer your package funds	4%	\$7	\$12	\$27	\$40
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	16%	\$28	\$49	\$106	\$161
Total	20%	\$35	\$61	\$133	\$201
Basic daily fee	\$0	\$0	\$0	\$0	\$0
Exit fee	\$0	\$0	\$0	\$0	\$0
Your Average Hours of Care: Support at home		3.3 per week	5.8 per week	12.6 per week	19.1 per week

*Average hours of care calculated by using the average hourly base rate across the mobility platform for the 5 key services. Personal Care, Cleaning and houseful tasks, Respite, Gardening average = \$42.50. Nursing =\$50.00 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

Daytime Care

Hours (average cost per hour)	Personal Care	Cleaning & Household tasks	Respite	Gardening	Nursing
Monday to Friday From 6am to 8pm	\$42.50	\$36.50	\$38.50	\$36.50	\$50.00
Monday to Friday Evening rate from 8pm midnight	\$47.81	\$41.06	\$43.31	\$41.06	\$56.25
Monday to Friday Night rate from Midnight to 6am	\$48.88	\$41.98	\$44.28	\$41.98	\$57.50
Saturday	\$63.75	\$54.75	\$57.75	\$54.75	\$75.00
Sunday	\$85.00	\$73.00	\$77.00	\$73.00	\$100.00
Public Holidays	\$116.88	\$100.38	\$105.88	\$100.38	\$137.50

Overnight Care

8pm to 6am: 10 hours	Inactive*	Active**
Monday to Friday	\$120	\$250
Saturday	\$180	\$375
Sunday	\$240	\$500
Public Holidays	\$330	\$688

*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	\$130 average hourly rate
Chiropractor	\$125 average hourly rate
Occupational Therapy	\$148 average hourly rate
Speech Pathology	\$145 average hourly rate
Psychology	\$148 average hourly rate
Social Work	\$70 average hourly rate
Podiatry	\$118 average hourly rate
Dietitian	\$84 average hourly rate
Exercise Physiology	\$112 average hourly rate

Other Services

	Cost
Assisted transport	Carers Kms are charged at \$0.72 per km
On-call (24/7) Registered Nurse service*	\$19.50 per day

* this includes 24/7 access to an RN and it includes a weekly oncall report to family or representatives



Fee Comparison

Our transparent pricing makes things simple:

We charge a flat fixed fee

Self managed: 9%

(4% Admin & 5% Care management)

Provider managed: 20%

(4% Admin & 16% 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	3.3 per week	5.8 per week	12.6 per week	19.1 per week

Provider managed	Level 1	Level 2	Level 3	Level 4
Your Average Hours of Care: Support at home	3.1 per week	5.4 per week	11.9 per week	18.0 per week

*Average hours of care calculated by using the average hourly base rate across the mobility platform for the 5 key services. Personal Care, Cleaning and houseful tasks, Respite, Gardening average = \$42.50. Nursing = \$50.00 and assuming an equal proportion of each of these services.



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