

# Care Concierge

Our Care Concierge makes it easy to find the right care and support for you or your loved one.

## Help from a dedicated specialist team

Getting the right support to live the life we want as we get older is so important but finding services for our needs can be really hard. That's why we offer a personalised Care Concierge service.

Our experienced Care Concierges will take you through each step of the ageing care process from assessing your care needs and creating a plan, through to finding care providers and monitoring wellbeing over the long term.

Here's an overview of our services:

### 1. Assess & Plan

#### Assessing your needs and creating a plan for future care

Our Care Concierge will carry out a full care needs assessment (remotely or in-person) and develop a care plan for the support you might need.

We'll take the time to get to know you and your preferences around living arrangements, health and wellbeing, connection to community, as well as cultural and spiritual requirements — all the things that can help you to live the life you want.

We can help you to apply for government subsidies too.

### 2. Match & Place

#### Selecting service providers and putting plans into action

We can help you to find the best care services to match your needs.

We'll create a shortlist of preferred service providers, arrange site visits and advocate on your behalf—before helping you to select one or more service providers.

Once you've selected your service providers, we'll help you to put your future care plans into place.

### 3. Ongoing care review

#### Monitoring wellbeing and evaluating care arrangements

Life is constantly changing which is why we offer a review and evaluation of care arrangements, up to six times a year. Checking wellbeing, quality of services and whether a range of needs are still being met, can help to give you and your family peace of mind.



## Fees and inclusions

Our services are designed to be flexible around your needs and budget. So you can pick and choose the services you want when it suits you.

1. Assess & Plan \$3,100 once off	2. Match & Place* \$3,550 once off	3. Ongoing Care Review** \$3,100 per annum
<p><b>Service includes:</b></p> <ul style="list-style-type: none"> <li>• Care Needs Assessment for one individual (conducted remotely)</li> <li>• Development of a comprehensive Care &amp; Living Plan</li> <li>• Outline of all available Government and funding services</li> </ul>	<p><b>Service includes:</b></p> <ul style="list-style-type: none"> <li>• Assessment of up to 3 suitable care providers</li> <li>• Organise and attend meetings/ visits with up to 2 shortlisted providers along with care recipient's family</li> <li>• Discussion of options to help with decision making</li> <li>• Accommodation placement or home care arrangements in place</li> </ul>	<p><b>Service includes:</b></p> <ul style="list-style-type: none"> <li>• Quarterly monitoring of wellbeing and evaluation of care arrangements</li> <li>• Quarterly report – evaluating care arrangements</li> </ul>
<p><b>Customisation &amp; add-ons:</b></p> <ul style="list-style-type: none"> <li>+ In-person Care Needs Assessment: additional \$330</li> <li>+ Additional care recipient (e.g. spouse) as part of the same assessment and plan: additional \$1,650</li> </ul>	<p><b>Customisation &amp; add-ons:</b></p> <ul style="list-style-type: none"> <li>+ Additional care recipient (e.g. spouse) as part of the same plan: additional \$1,760</li> <li>+ Assessment of additional care provider: additional \$1,100</li> </ul>	<p><b>Customisation &amp; add-ons:</b></p> <ul style="list-style-type: none"> <li>• Half-yearly monitoring: less \$1,650 p.a.</li> <li>• Bi-monthly monitoring: additional \$1,650 p.a.</li> <li>• Additional care recipient in same home: no additional charge</li> </ul>

**Notes:**

\* You must have completed the 'Assess & Plan' service before you can purchase the 'Match & Place' service.

\*\* You must have completed the 'Assess & Plan' and 'Match & Place' services before you can purchase the 'Ongoing care review' service.

All fees specified in the table above are inclusive of GST. Services are billed 50% deposit in advance and 50% at conclusion of service. Payment terms are 14 days from the date of invoice and there is an option to pay the fees upfront. For the 'Ongoing care review' service, you will be asked to agree to a contract renewal each year.





## Introducing our team

Our dedicated Care Concierge team has a wealth of experience in home care, aged care, occupational therapy and other allied health services. You can rely on their dedication, expertise and empathy to help you make the right life-changing decisions.



### Kate Montgomerie

Kate has over 15 years of experience in rehabilitation counselling and is passionate about finding the best care outcomes for her clients. Kate enjoys working closely with clients and their families to navigate complex health systems, coordinate services and treatment needs.



### Melissa Micallef

Mel is an AHPRA Registered Occupational Therapist with 22 years' experience. Mel started her career in aged care and credits her passion for helping others and integrity as driving her success. Mel enjoys working across community centres and in clients' homes.



### Emma Morgan

Emma is an AHPRA Registered Occupational Therapist with over 25 years' experience working in a range of clinical settings, including aged-care, community centres and in the home. Specialist skills along with solid case management experience helps Emma deliver great outcomes for her clients.



### Danielle Robertson

With over 35 years' experience, Danielle knows the care industry inside and out. Danielle skilfully applies her knowledge with passion and empathy to find the care arrangements for her clients.



## We'd love to hear from you

Contact us for a complimentary introductory chat with one of our friendly Care Concierges. You can find out more about our services and how we can potentially help you.

Within Australia: **1300 222 566**

Outside of Australia: **+61 2 4209 5456**

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