



Approved Provider	
Name	Karingal St Laurence Limited
ABN	68 615 043 121
Address	90 Station Lake Road Lara 3212
Support Team	Your support team includes a Case Manager, Support Coordinator, Administration staff, Senior Case Manager and Manager. Phone: 1300 734 323
Privacy Officer	Enquiries and complaints concerning the handling of Personal Information should be directed to: The Chief Executive Officer, 1 Riverview Terrace, Belmont VIC Phone: 03 5249 8925 Email: mike@karingal.org.au
Complaints Officer	Any service complaints should be directed to: Manager Aged Community Care 1300 734 323

Your Home Care Package	
Type of Home Care Package	Based on needs as assessed by the Aged Care Assessment Team/Service, we can provide the following Home Care Packages: <input type="checkbox"/> Level 1: Basic care package <input type="checkbox"/> Level 2: Low level care package <input type="checkbox"/> Level 3: Intermediate level care package <input type="checkbox"/> Level 4: High level care package

Package Funds
Details about the package income and expenditure are set out within an Agreement once you agree to a partnership with us.

Service Summary	
Care Plan	We will partner with clients to assess care needs and determine them with you.
Administration Charges	30% of your Home Care Package (includes, Administration, Case Management, on-call)
Service Fee	7% on services/goods booked &/or purchased through HCP, to a maximum of \$35
Client contribution	0
When the services will end	You can stop or suspend your Home Care Package by giving us at least 7 days' written notice indicating your intention to terminate your Home Care Package with genU (Karingal St Laurence). If you leave Home Care or transfer to another provider, we can charge an Exit Fee of up to \$300.
Exit Fee	The maximum amount of the Exit Fee is \$300 and is subject to any applicable rules in the Aged Care Act. The Exit fee is the amount retained from unspent funds on leaving the Home Care Package and is not a fee which is payable by you the consumer.