

Home Carers

Investment Packages.

At **Home Carers**, we understand that choosing home care services is a deeply personal decision. It's not just about practical support — it's about finding someone who truly cares and respects the dignity of you or your loved one. We are committed to making every step of this journey feel safe, comfortable, and full of kindness.

Our pricing reflects more than just the services we offer. It represents our dedication to enhancing the quality of life for every person we care for. With each visit, overnight stay, or moment spent together, our carers are focused on building trust, understanding individual needs, and ensuring every client feels valued and heard.

All our prices exclude GST. If you have any questions or would like help choosing the right support, please feel free to contact us on 0800 227 686 or email info@homecarers.co.nz (Please see page 3 for **discounts and offers**)

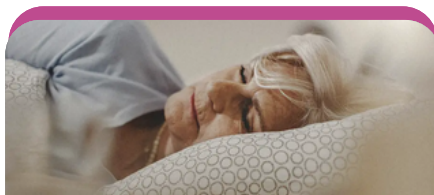
01 Care Packages



Home Help + Wellness Checks

Companionship, Light housekeeping, errands, shopping, meal prep, etc

\$297.00 (3 x 2 hours weekly)



Overnight Support

10-hour overnight shift
Up to 2 Get-Ups per shift

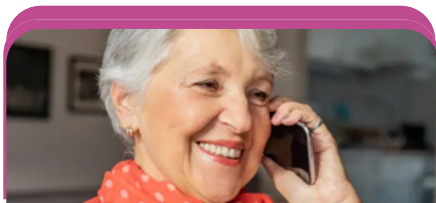
\$397.00



24/7 Support

24 hours per day for 7 days a week

\$53.97 (per hour)



Friendly Calls

Regular calls to reduce isolation and loneliness

\$59.00 (2 x 20min calls weekly)



Morning + Evening Support

Meal Prep, medication reminders, bed support, ready for the day or night

\$547.00 (5 x 2 hours weekly)



Gardening and Cleaning

General home cleaning (non-spring clean) and Gardening Support.

\$127.00 (1 x 2 hours weekly)

02 Tailored to You — Flexible Packages, Personalised Care – \$53.97 per hour

While our packages provide a simple starting point, every client's situation is unique — and so is the care we provide. We take the time to understand your family's needs, preferences, and circumstances, and then shape a solution that works best for you.

Our packages are designed to give you clarity and confidence, but they're never rigid. We can adjust the hours, services, and support levels to match what your loved one needs — whether that's occasional help or more regular care.

We're here to make things easier, not add pressure. Talk to us about your situation — together we'll create the right care plan, with the flexibility to adapt as your needs change.

03 Client Travel Charges (excl. GST)

When a Home Carers Carer is required to take client shopping or to an appointment and outings in their private care.

Travel to and from a client location to start work **excludes the first 15km**

\$1.04
(per km)

Our Offers to You!

★ New to Home Carers? Let's Make It Easy

To help you get started with confidence, we're offering:



In-Home Assessment Free

A no-obligation way to find out how we can help

Whether you need help after a hospital discharge, companionship for Mum or Dad, or just a little support around the house—we're here to help. We'll come to you, wherever you are and figure out the best support to make you feel safe and remain independent.

★ Our Promise: Total Peace of Mind

We understand how important it is to find the right carer for your loved one. That's why we offer :



100% Satisfaction Guarantee

If you're not happy with your care experience in the first week, we'll give you a full refund—no hassle, no pressure. Because your trust means everything to us.

★ Long-Term Care Loyalty Offer



Save up to 10%

We understand that ongoing support is often the key to peace of mind and stability for families. That's why we're rewarding clients who commit to a long-term care plan.

01 How It Works

- ★ **Choose any weekly care package** (e.g. Morning Support, Evening Support, Wellness Check, Home Help, or Overnight Support).

- ★ **Commit for 3 months or more by :**



Paying for your term upfront

02 Your Benefits

- ★ 5% off for upfront 3-month payment (each time)
- ★ 10% off for upfront 6-month payment (each time)
- ★ Priority access to preferred carers and time slots

Example



Morning Support (10 hours/week at \$547.00/week):

- Normal 6-month total: \$13,128.00 (excl. GST)
- With 10% upfront offer: \$11,815.20 — Save \$1,312.80

Important Notes

We want your experience with **Home Carers** to be smooth, transparent, and supportive. Below are a few key details to help you understand how we work:

✿ In-Home Assessment

Free. Normally valued at **\$279**, we meet you or your loved one wherever they are, to understand your needs, concerns and requirements and for us to develop a personalised care plan.

✿ Onboarding

\$197.00 (exc gst). This is our Set up administration fee required for all new clients to finalise a care plan and onboard our Carers. Paid on confirmation. This involves an initial meet and greet with a proposed carer and carer orientation.

✿ Payments

All payments are made via direct debit. You'll receive an invoice and have access to a timesheet with every payment for full transparency. Payments are debited fortnightly.

✿ Weekend Rates

Weekend hours begin at 10pm on Friday and end at 7am on Monday.
Weekends are charged at \$63 per hour

✿ Holiday Rates

Weekend hours begin at 7am - 7am.
Holidays are charged at \$67 per hour

✿ Emergency Care and Rates

Our emergency care is support that's needed within the next two days.

If something comes up unexpectedly, we'll do our best to arrange care quickly and ensure you or your loved one are well looked after. Emergency rates are charged at 2 x the standard rates.

✿ Overnight Rate

Our overnight shifts run from 9pm to 7am (10 hours) and include support for up to two Get-Ups during the night. If a carer is required to get up more than twice a night, we charge a \$65 per additional 'Get Up'.

✿ Cancellation

You can cancel care at any time, but we kindly ask for 7 days' notice where possible.

✿ Travel Costs

Our carers travel to you using their own vehicles, and as part of ensuring they're supported, we include a standard travel fee of \$1.04 after the first 15 km to cover their time and fuel. We always do our best to match you with a carer who lives nearby, unless otherwise arranged. This also includes transporting you to appointments, social outings, or errands in their vehicle. This is the same cost for using your own vehicle.

✿ Our Carers & Training

All of our carers hold a current First Aid certificate, a valid driver's licence, hold insurance, and they have been police vetted and interviewed for your peace of mind. We take great care in selecting carers who are not only skilled and qualified, but also kind, trustworthy, and committed to supporting older people with respect and compassion.