

# HACC/CHSP schedule of fees Grampians | Loddon Mallee

EFFECTIVE 1 JULY 2024

Allied Health Services	Low fee	Medium fee	High fee
Occupational Therapy	\$14.30	\$19.60	\$112.00
Podiatry	\$14.30	\$19.60	\$112.00
Physiotherapy	\$14.30	\$19.60	\$112.00
Social Work	\$14.30	\$19.60	\$112.00
Dietician	\$14.30	\$19.60	\$112.00
Allied Health Assistant	\$14.30	\$19.60	\$112.00
Exercise Physiology	\$14.30	\$19.60	\$112.00
<b>Home Care Services</b>			
Domestic Assistant/Home Care	\$8.50	\$19.45	\$57.50
Personal Care	\$8.50	\$9.00	\$9.50
Respite Care	\$6.00	\$7.00	\$8.00
Property Maintenance/ Home Modifications	\$20.00		
Nursing Services	\$8.00	\$9.00	\$10.00
<b>Social Support Group</b>			
Social Support Group^	\$9.75	\$10.80	\$31.80

^Rates for Social Support Groups may vary depending on client circumstances. Contact mecwacare for rate details.

## General Information

- For all fees shown minimum service periods will apply.
- A cancellation charge at full cost will apply when less than 48 hours notice of cancellation is given.
- mecwacare can arrange Private Care Packages as required. See Private Care Schedule of Fees for information.
- Where staff use their own car on behalf of a client, \$1.60 per km plus GST will be charged.
- Non essential services will not be provided on a public holiday. Please contact mecwacare if you wish to reschedule your services.

## How to comment on the quality of our service

mecwacare welcomes your feedback as this helps us to improve our services. As a mecwacare client or carer you have a right to raise issues of concern without your access to services being affected. All concerns and complaints are taken seriously and positive feedback is also appreciated.

If you have any concerns, complaints or compliments with regard to the quality of the care and services you receive or the way in which your personal or health information has been handled, you can take the following steps:

- Talk to the person involved and try to solve the problem directly with them.
- If you are not satisfied or wish to discuss the matter further, contact the mecwacare Coordinator or Program Manager who will investigate and work with you to find a suitable solution within 14 days.
- If you feel that your issue or concern has not been addressed or resolved to your satisfaction, contact mecwacare's Executive General Manager Home and Community Care Services on freecall 1800 163 292.

## Privacy of information

mecwacare respects your right to privacy and we are committed to managing personal and health information in a respectful way in accordance with the legislation.

When we are planning service delivery we collect a range of personal and health information. This information enables us to provide clients with appropriate care and services.

Requests to access or correct personal health information should be made in writing to the mecwacare Privacy Representative, c/o 1287 Malvern Road, Malvern 3144 or email [privacyofficer@mecwacare.org.au](mailto:privacyofficer@mecwacare.org.au).

## Public holiday dates 2024/25

AFL Grand Final Eve • Friday 27 September 2024  
(subject to AFL schedule)

Melbourne Cup • Tuesday 5 November 2024

Christmas Day • Wednesday 25 December 2024

Boxing Day • Thursday 26 December 2024

New Year's Day • Wednesday 1 January 2025

Australia Day • Monday 27 January 2025

Labour Day • Monday 10 March 2025

Good Friday • Friday 18 April 2025

Easter Saturday • Saturday 19 April 2025

Easter Sunday • Sunday 20 April 2025

Easter Easter • Monday 21 April 2025

Anzac Day • Friday 25 April 2025

King's Birthday • Monday 9 June 2025

## Corporate Services

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Freecall 1800 163 292 • [mecwacare.org.au](http://mecwacare.org.au)

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