

# HACC/CHSP schedule of fees

mecwacare

EFFECTIVE 1 JULY 2024

Home Care Services	Low fee	Medium fee	High fee
Domestic Assistance/Home Care	\$8.50 per hour	\$19.45 per hour	\$57.50 per hour
Personal Care	\$8.50 per hour	\$9.00 per hour	\$9.50 per hour
Respite Care	\$6.00 per hour	\$7.00 per hour	\$8.00 per hour
Social Supprt Individual	\$6.00 per hour	\$7.00 per hour	\$8.00 per hour
Property Maintenance/ Home Modifications (plus cost of materials)	\$20.00 per hour		
Nursing Services *	\$8.00	\$9.00	\$10.00
Delivered Meals	\$12.00 per meal		

## Social Support Group

Social Support Group <sup>^</sup>	\$9.75	\$10.80	\$31.80
Lunch	\$11.00	\$12.00	\$13.00
Strength Training	\$10.50	\$11.00	\$45.00
Podiatry	\$15.00	\$20.00	\$100.00
Community Transport (Cardinia Only)	up to 15km \$10.00	16-40km \$16.00	41-60km \$22.00 61+km \$32.00

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

<sup>^^</sup> Home maintenance/modifications applies to some Local Government Area's only

\* Nursing cap \$150 per month

## 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.

## Description of Services

Domestic Assistance/Home Care refers to household activities like cleaning, dish washing, clothes washing, ironing and unescorted shopping.

Personal Care refers to assistance with self-care tasks such as showering, grooming, food preparation, and assistance with mobility (e.g. getting in and out of bed).

Respite Care refers to care provided to a client to allow the usual carer to have a break from their caring responsibilities.

Nursing Services refers to professional health care provided by a Registered Nurse or an Enrolled nurse.

## 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 Rd, Malvern 3144 or email [privacyofficer@mecwacare.org.au](mailto:privacyofficer@mecwacare.org.au)

## Public holiday dates 2024/25

Services are not provided on a public holiday

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 2024

Easter Sunday • Sunday 20 April 2024

Easter Monday • Monday 21 April 2025

Anzac Day • Friday 25 April 2025

King's Birthday • Monday 9 June 2025

Services are not provided on a public holiday

**To discuss how mecwacare can meet your care needs:**

**P 03 8573 4980**

**E [intake@mecwacare.org.au](mailto:intake@mecwacare.org.au)**

## Corporate Services

A 1287 Malvern Road, Malvern VIC 3144

P 03 8573 4888 E [enquiries@mecwacare.org.au](mailto:enquiries@mecwacare.org.au)

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

