

# Home care packages management fees

mecwacare

EFFECTIVE 1 JANUARY 2023

Level 1	Government Subsidy Per Day: \$25.15*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$176.05	\$352.10
	Care Management Charges	\$35.21	\$70.42
	Package Management Charges	\$23.74	\$47.48
	Amount available to you to purchase care and support services	\$117.10	\$234.20

Level 2	Government Subsidy Per Day: \$44.24*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$309.68	\$619.36
	Care Management Charges	\$61.93	\$123.86
	Package Management Charges	\$37.61	\$75.22
	Amount available to you to purchase care and support services	\$210.14	\$420.28

Level 3	Government Subsidy Per Day: \$96.27*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$673.89	\$1,347.78
	Care Management Charges	\$134.78	\$269.56
	Package Management Charges	\$81.21	\$162.42
	Amount available to you to purchase care and support services	\$457.90	\$915.80

Level 4	Government Subsidy Per Day: \$145.94*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$1,021.58	\$2,043.16
	Care Management Charges	\$204.31	\$408.62
	Package Management Charges	\$121.16	\$242.32
	Amount available to you to purchase care and support services	\$696.11	\$1,392.22

\* Government subsidy may be reduced in accordance with the income assessment of the consumer in which the consumer is required to make an ongoing financial contribution to their Home Care Package. Excludes supplements.

For more information about the income tested fees and supplements, visit My Aged Care at [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## How to comment on the quality of our service

mecwacare values your feedback. Suggestions for improvement are always appreciated. We conduct regular surveys and audits of our own services which include requesting feedback from you and we appreciate your input. You are encouraged to provide feedback at any time.

We will:

- support you to raise any concerns or make a complaint
- acknowledge all comments, compliments and complaints correspondence
- investigate and deal with all complaints in a fair and proactive manner

## How do I provide feedback?

You can provide feedback in a number of ways:

- talking with staff during a service
- phoning the office to speak with a coordinator supervisor
- calling into the office in person to speak with the service manager
- writing to us
- filling in a 'Have Your Say' form (ask a staff member to provide you with a form or go to [mecwacare.org.au](http://mecwacare.org.au))

If you feel that your concern has not been addressed satisfactorily, we ask that you contact

- mecwacare's Executive General Manager Home and Community Services  
P. 03 8573 4888  
E. [community@mecwacare.org.au](mailto:community@mecwacare.org.au)

If you are still not satisfied, it is important that you contact

- mecwacare's Chief Executive  
1287 Malvern Road, Malvern Vic 3144  
P. 03 8573 4888  
E. [chief.executive@mecwacare.org.au](mailto:chief.executive@mecwacare.org.au)

## Privacy of information

mecwacare is committed to respecting the privacy of your personal information. Only personal information necessary for mecwacare to carry out our work in supporting and caring for you will be collected. In some instances, mecwacare is required by law to collect personal information. This will be collected in a discreet manner, in accordance with the Health Records Act and/or the Privacy Act 1988.

All requests for access to and/or correction of health and/or personal information must be submitted in writing. Please contact the manager/supervisor or:

mecwacare privacy representative  
[privacyofficer@mecwacare.org.au](mailto:privacyofficer@mecwacare.org.au)  
1287 Malvern Road  
Malvern VIC 3144  
P 03 8573 4888

## Services on Public Holidays

We understand that services on public holidays may not be required due to changes in plans. If you need to cancel these services every effort will be made to accommodate requests to reschedule services to a different time. Please note that services on Public Holidays will incur additional charges.

## Public holiday dates 2023

**New Years Day** • Sunday 1 January 2023

**New Years Day Holiday** • Monday 2 January 2023

**Australia Day** • Thursday 26 January 2023

**Labour Day** • Monday 13 March 2023

**Good Friday** • Friday 7 April 2023

**Easter Saturday** • Saturday 8 April 2023

**Easter Sunday** • Sunday 9 April 2023

**Easter Monday** • Monday 10 April 2023

**Anzac Day** • Tuesday 25 April 2023

**King's Birthday** • Monday 12 June 2023

**AFL Grand Final** • Friday 29 September 2023  
*Subject to AFL schedule*

**Melbourne Cup** • Tuesday 7 November 2023

**Christmas Day** • Monday 25 December 2023

**Boxing Day** • Tuesday 26 December 2023

## 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)**

