

# Home care packages service fees

mecwacare

EFFECTIVE 1 MAY 2023

HOME SUPPORT SERVICES	
Home Care <sup>^</sup> , Personal Care, Respite Care	GST exempt
6am-8pm weekdays	\$58.50 per visit
8pm-6am weekdays/weekends	\$69.70 per visit
Public holidays	\$92.25 per visit
<b>Sleepovers: NB. The 10 hour sleepover service includes 2 hours' active time at the start or end of the shift</b>	
Weekdays (10 hours)	\$369.00
Weekends (10 hours)	\$492.00
Public holidays (10 hours)	\$564.00
<b>Live-in Rate</b>	
Weekdays (per 24 hours)	\$564.00
Weekends (per 24 hours)	\$677.00
Public holidays (per 24 hours)	\$923.00
<b>Strength Training</b>	\$41.00 per hr
<b>Podiatry</b>	\$98.40 per session
<b>Planned Activity Group (PAG)</b>	\$150.00 per session

NURSING SERVICES	
Registered Nurse (long session)	GST exempt
Weekday (long session)	\$110.00 per session
Weekend (long session)	\$140.00 per session
Public holiday	\$170.00 per session
Weekday (short session)	\$95.50 per session
Weekend (short session)	\$100.00 per session
Public holiday (short session)	\$130.00 per session
<b>Enrolled Nurse (long session)</b>	
Weekday	\$92.00 per session
Weekend	\$115.00 per session
Public holiday	\$150.00 per session
Weekday (short session)	\$70.00 per session
Weekend (short session)	\$86.00 per session
Public holiday (short session)	\$115.00 per session
<b>24-hour</b>	
Monday-Thursday	\$2,100
Friday	\$2,300
Saturday	\$2,600
Sunday	\$3,100

## SPECIALISED SERVICES

Care Management – additional services over HCP budget	\$120.00 per hr
Continence Assessment*	\$142.00 per hr
Clinical Nursing Assessment*	\$155.00 per hr
Occupational Therapy Service (Assessment, Reviews, Equipment Trials)*	\$165.00 per hr

^ Minimum service per visit for Home Care, Personal and Respite Care is 1 hour.

\*Occupational Therapy, continence and clinical nursing assessments home visits will incur a charge of \$1.50 per km plus GST.

## GENERAL INFORMATION

- This fee applies to internal services only. Fees for services delivered by contractors range from \$50-\$90 per hour for home support services, and from \$90-\$170 per hour for nursing care. Fees for equipment, gardening, home maintenance/modifications and other services not listed will be inclusive of supplier rates or quotation and our reasonable business costs. A cancellation charge at full cost will apply (for all service types) when less than 48 hours' notice of cancellation is given.
- Where staff use their own car on behalf of the client, \$1.50 per km plus GST will be charged.
- 24hr/7 days per week after hours support service is free of charge.

## DESCRIPTION OF SERVICES

Home Care	Refers to household activities such as cleaning, dishwashing, clothes washing, ironing and 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 healthcare provided by a Registered Nurse or an Enrolled Nurse.

Prices effective from 1 May 2023 to 31 December 2023 (subject to change).

## 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 [www.mecwacare.org.au](http://www.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  
Ph: 03 8573 4888  
Email: [gm.hncs@mecwacare.org.au](mailto:gm.hncs@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  
Ph: 03 8573 4888  
Email: [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 2023/24

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

New Years Day • Monday 1 January 2024

Australia Day • Friday 26 January 2024

Labour Day • Monday 11 March 2024

Good Friday • Friday 29 March 2024

Easter Saturday • Saturday 30 March 2024

Easter Sunday • Sunday 31 March 2024

Easter Monday • Monday 1 April 2024

Anzac Day • Thursday 25 April 2024

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

**P 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)**

