HACC Schedule of Fees

Prices Effective 1 December 2026

Home Support Services			
	Low fee	**Medium fee**	**Full cost**
Domestic Assistance/Home Care	$14.00	$28.00	As per private fee schedule
Personal Care	$9.00	$18.00	
Respite Care	$14.00	$28.00	
Social Supprt Individual	$14.00	$28.00	
Property Maintenance/ Home Modifications (plus cost of materials)	$14.00	$28.00	
Nursing Services	$7.00	$14.00	
Delivered Meals	$12.50	$19.00	
FSR Social Support	$0.00	$0.00	

Allied Health Services (where available)			
	Low fee	**Medium fee**	**Full cost**
Occupational Therapy	$14.00	$28.00	As per private fee schedule
Podiatry	$14.00	$28.00	
Physiotherapy	$14.00	$28.00	
Social Work	$14.00	$28.00	
Dietician	$14.00	$28.00	
Allied health Assistant	$14.00	$28.00	
Exercise Physiology	$14.00	$28.00	
Allied Health Groups	$10.00	$20.00	

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HACC Schedule of Fees

mecwacare

Prices Effective 1 December 2026

Social Support Group			
	Low fee	Medium fee	Full cost
Social Support Group	$10.00	$20.00	As per private fee schedule
Lunch	$11.50	$12.50	
Strength Training	$10.00	$20.00	
Community Transport (Cardinia Only)	$10.50 up to 15km	$16.50 16-40km	$22.50 41-60km $32.50 61+km

Some services may not be available in all areas

Home maintenance/modifications applies to some Local Government Area's only

General Information

- All rates are displayed per visit
- A cancellation charge at full cost will apply when less than 24 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, $1.65 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.

HACC PYP fee groups

Low fee:

Holder of any valid concession card or children of a concession card holder as follows:

- Health Care Card
- Commonwealth Seniors Health Card
- Victorian Seniors Card
- DVA Veteran Gold Card
- DVA Veteran White Card
- Foster Child Health Care Card
- Carer Allowance Health Care Card
- Ex-Carer Allowance (Child) Health Care Card

Medium fee:

- Consumer meets eligibility criteria but does not qualify for the low fee group (i.e., no concession card)
- Consumer does not meet eligibility criteria for HACC PYP and accesses the service in a private capacity.

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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**

Services on Public Holidays

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

Public Holiday Dates 2027

New Year's Day
Friday 1 January 2027

Australia Day
Tuesday 26 January 2027

Labour Day
Monday 8 March 2027

Good Friday
Friday 26 March 2027
Easter Saturday
Saturday 27 March 2027
Easter Sunday
Sunday 28 March 2027
Easter Monday
Monday 29 March 2027

Anzac Day
Sunday 25 April 2027

King's Birthday
Monday 14 June 2027

Friday before the AFL Grand Final
Subject to AFL Schedule

Melbourne Cup Day
Tuesday 2 November 2027

Christmas Day
Saturday 25 December 2027 (additional public holiday given on Monday 27 December)

Boxing Day
Sunday 26 December 2027 (additional public holiday given on Tuesday 28 December)

To find out more about mecwacare Home Care services, scan the QR code, contact **intake@mecwacare.org.au**, call **1800 163 292** or visit **www.mecwacare.org.au**.

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