

HACC Schedule of Fees

mecwacare

Prices Effective 1 July 2025

Home Support Services			
	Low fee	Medium fee	High fee / Full cost
Domestic Assistance/Home Care	\$10	\$20	As per private fee schedule
Personal Care	\$10	\$10	
Respite Care	\$6.50	\$7.50	
Social Supprt Individual	\$6.50	\$7.50	
Property Maintenance/ Home Modifications (plus cost of materials)	\$20.50		
Nursing Services *	\$8.50	\$9.50	\$10.50
Delivered Meals	\$12.50		

Allied Health Services (where available)			
	Low fee	Medium fee	High fee / Full cost
Occupational Therapy	\$15.50	\$20.50	As per private fee schedule
Podiatry	\$15.50	\$20.50	
Physiotherapy	\$15.50	\$20.50	
Social Work	\$15.50	\$20.50	
Dietician	\$15.50	\$20.50	
Allied health Assistant	\$15.50	\$20.50	
Exercise Physiology	\$15.50	\$20.50	
Allied Health Groups	\$8.00	\$8.00	

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Social Support Group			
	Low fee	Medium fee	High fee / Full cost
Social Support Group [^]	\$10	\$11	As per private fee schedule
Lunch	\$11.50	\$12.50	
Strength Training	\$11	\$11.50	
Community Transport (Cardinia Only)	\$10.50 up to 15km	\$16.50 16-40km	\$22.50 41-60km \$32.50 61+km

* Nursing cap \$150 per month

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

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

General Information

- For all fees shown minimum service periods will apply.
- 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.

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 2025

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 Monday

Monday 21 April 2025

Anzac Day

Friday 25 April 2025

King's Birthday

Monday 9 June 2025

Friday before the AFL Grand Final

Subject to AFL Schedule

Melbourne Cup Day

Tuesday 4 November 2025

Christmas Day

Thursday 25 December 2025

Boxing Day

Friday 26 December 2025



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.

