

Private Schedule of Fees

mecwacare

Prices Effective 1 July 2025

Home Support Services	
Home Care[^], Personal Care, Respite Care	GST exempt
6am-8pm weekdays	\$68.00
8pm-6am weekdays/weekends	\$90.50
8pm-6am weekdays	\$90.50
Public holidays	\$118.00
Sleepovers: NB. The 10 hour sleepover service includes 2 hours' active time at the start or end of the shift	
Weekdays (10 hours)	\$453
Weekends (10 hours)	\$579
Public holidays (10 hours)	\$668
Property Maintenance (plus cost of materials)	\$100.50
Strength Training	\$47
Podiatry	\$160
Social Support Group	\$167
Exercise Physiology	\$150
Physiotherapy	\$160

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Allied Health Assistant	\$115
Dietetics	\$175
Occupational Therapy	\$160
Occupational Therapy Follow Up (30 minutes)	\$139.50
Social Work	\$175
Group Sessions	\$47

Live-in Rate	
Weekdays (per 24 hours)	Quote
Weekends (per 24 hours)	Quote
Public holidays (per 24 hours)	Quote

Nursing Services	Price excl. GST
Registered Nurse	
Weekday	\$122.50
Weekend	\$156
Public Holiday	\$189

Enrolled Nurse	
Weekday (short session)	\$100.50
Weekend (short session)	\$128.50
Public Holiday (short session)	\$167

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24-hour	
Monday-Thursday	Quote Only
Friday	Quote Only
Saturday	Quote Only
Sunday	Quote Only
Public Holiday	Quote Only

Clinical Assessment	Price excl. GST
Assessment, Family Consultation	\$138
Continence Assessment	\$158.50
PAS / RUDAS Assessment	\$190

Delivered Meals	Price excl. GST
Meals (where available)	\$33

- ^ Minimum service per visit for Home Care, Personal and Respite Care is one hour.
- A cancellation charge at full cost will apply when less than 24 hours' notice of cancellation is given.
 - Where staff use their own car on behalf of the client, \$1.65 per km plus GST will be charged.
 - 24hr/7 days per week after hours support service is free of charge.
 - Sessions over one hour are charged at a pro rata rate.

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.

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

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

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
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 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.

