

# Private Schedule of Fees

Prices Effective 1 July 2026

Home Support Services	
<b>Home Care<sup>^</sup>, Personal Care, Respite Care</b>	GST exempt
6am-8pm weekdays	\$70.50
8pm-6am weekdays/weekends	\$93.50
8pm-6am weekdays	\$93.50
Public holidays	\$122.50
<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)	\$469
Weekends (10 hours)	\$600
Public holidays (10 hours)	\$691
<b>Property Maintenance (plus cost of materials)</b>	\$109.50
<b>Strength Training</b>	\$49
<b>Podiatry</b>	\$166
<b>Social Support Group</b>	\$173
<b>Exercise Physiology</b>	\$155.50
<b>Physiotherapy</b>	\$166

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<b>Allied Health Assistant</b>	\$119.50
<b>Dietetics</b>	\$181.50
<b>Occupational Therapy</b>	\$166
<b>Occupational Therapy Follow Up (30 minutes)</b>	\$144.50
<b>Social Work</b>	\$181.50
<b>Group Sessions</b>	\$49

<b>Live-in Rate</b>	
Weekdays (per 24 hours)	Quote
Weekends (per 24 hours)	Quote
Public holidays (per 24 hours)	Quote

<b>Nursing Services</b>	<b>Price excl. GST</b>
<b>Registered Nurse</b>	
Weekday	\$127
Weekend	\$161.50
Public Holiday	\$196

<b>Enrolled Nurse</b>	
Weekday (short session)	\$104
Weekend (short session)	\$133
Public Holiday (short session)	\$173

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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	\$143
Continence Assessment	\$164.50
PAS / RUDAS Assessment	\$197

Delivered Meals	Price excl. GST
Meals (where available)	\$34.50

- ^ 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, \$1.70 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.

## Your feedback matters

We are committed to providing the best possible service, but we understand that we may not always get everything right. Your feedback helps us learn, improve and continue delivering high-quality care.

Whether you have a compliment, suggestion, concern or complaint, we encourage you or your representative to share your feedback. We welcome all feedback and will ensure it can be provided without fear of negative consequences.

### There are several ways to share your feedback:

- Speak directly with your carer during a service visit
- Visit [mecwacare.org.au](http://mecwacare.org.au), select the **Contact Us** tab, then choose **Feedback** from the drop-down menu
- Email us at [complaints@mecwacare.org.au](mailto:complaints@mecwacare.org.au)
- Call us on **1800 163 292**

## Your privacy

We understand that your privacy is important, and we are committed to protecting the privacy, confidentiality and security of your personal information. We manage all personal information in accordance with Australian privacy laws.

To provide you with the right level of care and support, we need to collect certain personal information, including some sensitive information. This helps us understand your needs, respond to your requests and deliver services that are appropriate for you.

You can learn more about how we collect, use and protect your personal information by reading our Privacy Policy at [mecwacare.org.au](http://mecwacare.org.au).

## Accessing or correcting your personal information

You have the right to access and request corrections to your personal information. If you would like to do so, please contact our Privacy Representative.

## Privacy Concerns or Complaints

We take privacy concerns and complaints seriously. If you have any questions or concerns about how we manage your personal information, please contact:

### mecwacare Privacy Representative

1287 Malvern Road  
Malvern VIC 3144

**P 1800 163 292**

**E [privacy@mecwacare.org.au](mailto:privacy@mecwacare.org.au)**

## Services on Public Holidays

We understand that your plans may change on public holidays and scheduled services may no longer be required. If you need to cancel a service, we will do our best to accommodate requests to reschedule it to another suitable time.

Please note that services delivered on public holidays may incur additional charges.

### Public Holiday Dates 2026

#### New Year's Day

Wednesday 1 January 2026

#### Australia Day

Monday 26 January 2026

#### Labour Day

Monday 9 March 2026

#### Good Friday

Friday 3 April 2026

#### Easter Saturday

Saturday 4 April 2026

#### Easter Sunday

Sunday 5 April 2026

#### Easter Monday

Monday 6 April 2026

#### Anzac Day

Saturday 25 April 2026

#### King's Birthday

Monday 8 June 2026

#### Friday before the AFL Grand Final

Subject to AFL Schedule

#### Melbourne Cup Day

Tuesday 3 November 2026

#### Christmas Day

Friday 25 December 2026

#### Boxing Day

Saturday 26 December 2026

Monday 28 December 2026



To find out more about mecwacare Home Care services, scan the QR code, contact [intake@mecwacare.org.au](mailto:intake@mecwacare.org.au), call **1800 163 292** or visit [www.mecwacare.org.au](http://www.mecwacare.org.au).

