

# Private schedule of fees

EFFECTIVE 1 JULY 2024

HOME SUPPORT SERVICES			
HOME CARE <sup>^</sup> , PERSONAL CARE, RESPITE CARE		GST exempt	
Weekdays 6.00am-8.00pm		\$64.50	
Weekdays/Weekends 6.00am-8.00pm		\$86.00	
Weekdays 8.00pm-6.00am		\$86.00	
Public Holidays		\$112.00	
Sleepovers: The 10 hour sleepover service includes 2 hours active time at the start or end of the shift			
10 hours weekdays		\$431.00	
10 hours weekends		\$551.00	
10 hours public holidays		\$636.00	
Live-in Rate			
per 24 hours weekdays		\$636.00	
per 24 hours weekends		\$839.50	
per 24 hours public holidays		\$1107.00	
Property Maintenance (plus cost of materials)		\$95.50 per hour	
Strength Training		\$44.50 per hour	
Podiatry		\$104.00 per session	
Social Support Group		\$139.00 per session	
Exercise Physiology		\$111.00 per session	
Physiotherapy		\$111.00 per session	
Allied Health Assistant		\$111.00 per session	
Dietetics		\$111.00 per session	
Occupational Therapy		\$175.00 per hour	
Occupational Therapy Follow Up (30 minutes)		\$132.50	
Social Work		\$174.00 per session	
Group Sessions		\$42.00 per hour	
NURSING SERVICES			
Registered Nurse		GST exempt	
Weekday		\$116.50 per session	
Weekend		\$148.50 per session	
Public Holiday		\$180.00 per session	
Enrolled Nurse			
Weekday		\$95.50 per session	
Weekend		\$122.00 per session	
Public Holiday		\$159.00 per session	
24-hour			
Monday-Thursday		Quote Only	
Friday		Quote Only	
Saturday		Quote Only	
Sunday		Quote Only	
Public Holidays		Quote Only	

CARE MANAGEMENT		
Assessment, Family Consultation		\$127.00 per hr
Continence Assessment		\$150.50 per hr
PAS / RUDAS Assessment		\$175.00 per hr
DELIVERED MEALS		
Meals (where available)		\$30.00

## GENERAL INFORMATION

^ 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 48 hours' notice of cancellation is given.
- Where staff use their own car on behalf of the client, \$1.60 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
- filling in a 'Have Your Say' form (ask a staff member to provide you with a form or go to [mecwacare.org.au](http://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: [community@mecwacare.org.au](mailto: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](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 2024/25

AFL Grand Final Eve • Friday 27 September 2024  
(subject to AFL schedule)

Melbourne Cup • Tuesday 5 November 2024

Christmas Day • Wednesday 25 December 2024

Boxing Day • Thursday 26 December 2024

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

## 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)

Find us on

