

# Home care packages service fees

mecwacare

Prices Effective 1 August 2025

Home Support Services	
<b>Home Care<sup>^</sup>, Personal Care, Respite Care</b>	GST exempt
6am-8pm weekdays	\$64 per hour
8pm-6am weekdays/weekends	\$76.50 per hour
Public holidays	\$101.50 per hour
<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)	\$405
Weekends (10 hours)	\$540
Public holidays (10 hours)	\$619
<b>Podiatry, Physiotherapy and other Allied Health Services</b>	Fees vary based on contractor rates
<b>Social Support Group</b>	\$167 per session
<b>Light gardening services #</b>	Fees vary based on contractor rates, most common rate is \$90 per hour

<sup>^</sup> Minimum service per visit for Home Care, Personal and Respite Care is 1 hour.

<sup>\*</sup> Occupational Therapy, Continence and Clinical Nursing Assessments visits will incur a charge of \$1.60 per km plus GST.

<sup>#</sup> GENERAL INFORMATION AND THIRD-PARTY CONTRACTORS

- This fee applies to internal services only. Fees for services delivered by contractors range from \$50-\$100 per hour for home support services, and from \$90-\$180 per hour for nursing care. Fees for contracted home support services, nursing care, equipment, gardening, home maintenance/modifications and other services not listed will be charged as an all inclusive price that covers the contractors hourly rate and our reasonable business costs. A cancellation charge at full cost will apply (for all service types) when less than 24 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.

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Nursing Services	
<b>Registered Nurse</b>	GST exempt
Weekday	\$120 per session
Weekend	\$153 per session
Public holiday	\$186 per session
<b>Enrolled Nurse</b>	
Weekday	\$101 per session
Weekend	\$126 per session
Public holiday	\$165 per session
<b>24-hour</b>	Price on quotation

Specialised Services	
Continence Assessment*	\$156 per hour
Clinical Nursing Assessment*	\$170 per hour
Occupational Therapy Service (Assessment, Reviews, Equipment Trials)*	\$190 per hour

## 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.

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Find us on



## 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:

mecwacare Privacy Representative  
c/o 1287 Malvern Rd  
Malvern 3144  
or email [privacyofficer@mecwacare.org.au](mailto:privacyofficer@mecwacare.org.au)

## 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



To find out more about mecwacare Home Care Package services, scan the QR code, contact [hcpintake@mecwacare.org.au](mailto:hcpintake@mecwacare.org.au) or **8573 4777** and ask for a member of the intake team. Speak over the phone or arrange a home visit.

