CHSP Schedule of Fees

Prices Effective 1 October 2026

Home Support Services			
	Low fee	**Medium fee**	**High fee / Full cost**
Domestic Assistance/Home Care	$13.00	$23.00	As per private fee schedule
Personal Care	$10.00	$10.00	
Respite Care	$8.50	$9.50	
Social Supprt Individual	$8.50	$9.50	
Property Maintenance/ Home Modifications (plus cost of materials)	$25.00		
Nursing Services *	$9.00	$10.00	$11.00
Delivered Meals	$12.50 per meal		

Allied Health Services (where available)			
	Low fee	**Medium fee**	**High fee / Full cost**
Occupational Therapy	$18.00	$23.00	As per private fee schedule
Podiatry	$16.00	$21.00	
Physiotherapy	$18.00	$23.00	
Social Work	$16.00	$21.00	
Dietician	$16.00	$21.00	
Allied health Assistant	$16.00	$21.00	
Exercise Physiology	$16.00	$21.00	
Allied Health Groups	$11.50	$12.00	

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Social Support Group			
	Low fee	Medium fee	High fee / Full cost
Social Support Group^	$10.50	$11.50	As per private fee schedule
Lunch	$11.50 per meal	$12.50 per meal	
Strength Training	$11.50	$12.00	
Community Transport (Cardinia Only)	$10.50 up to 15km	$16.50 16-40km	$22.50 41-60km $32.50 61+km
Social Support Group Transport	$5.00 flat rate		

Please note that all rates shown are per hour.

* 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, $1.75 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.

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Prices Effective 1 October 2026

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, 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 2026

New Year's Day
Thursday 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

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**.

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