

Home care packages management fees

mecwacare

EFFECTIVE 1 JULY 2024

Level 1	Government Subsidy Per Day: \$29.01*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$203.07	\$406.14
	Care Management Charges	\$39.41	\$78.82
	Package Management Charges**	\$26.53	\$53.06
	Amount available to you to purchase care and support services	\$137.13	\$274.26

Level 2	Government Subsidy Per Day: \$51.02*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$357.14	\$714.28
	Care Management Charges	\$69.30	\$138.60
	Package Management Charges**	\$42.07	\$84.14
	Amount available to you to purchase care and support services	\$245.77	\$491.54

Level 3	Government Subsidy Per Day: \$111.04*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$777.28	\$1,554.56
	Care Management Charges	\$150.78	\$301.56
	Package Management Charges**	\$94.22	\$188.44
	Amount available to you to purchase care and support services	\$532.28	\$1,064.56

Level 4	Government Subsidy Per Day: \$168.33*	Weekly	Fortnightly
	Maximum Government Subsidy *	\$1,178.31	\$2,356.62
	Care Management Charges	\$228.55	\$457.10
	Package Management Charges**	\$135.52	\$271.04
	Amount available to you to purchase care and support services	\$814.24	\$1,628.48

* Government subsidy may be reduced in accordance with the income assessment of the consumer in which the consumer is required to make an ongoing financial contribution to their Home Care Package. Excludes supplements.

** Fees are published weekly/fortnightly for your reference but are charged and payable on a monthly basis as per your home care agreement.

For more information about the income tested fees and supplements, visit My Aged Care at www.myagedcare.gov.au

Freecall 1800 163 292 • mecwacare.org.au

Find us on   

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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

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 • Friday 29 September 2023

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

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