

HOME CARE PRICING SCHEDULE¹

Mercy Home Care

Pricing Schedule Last Updated on 20 August 2021

This Schedule provides information on the price for common services you can access through a Home Care Package. The costs will be deducted from your overall package budget. There are many other services you can access through a Home Care Package that are not listed below. This may include allied health services, home maintenance, aids or equipment which may form part of your Care Plan. Services delivered as part of your Care Plan are GST-free. Costs relating to exit amounts are not GST-free. For further information, please see the provider's full price list or contact the home care provider (details included below).

Provider Information about Service Delivery and Pricing

Our care and services are provided by qualified staff matched to the services and supports you need at all stages of life, including Nurses, Home Care Workers with a Certificate III in home and community care or aged care. Whatever you need to remain confident and independent at home and connected to your community, our staff can help you. Staff have a current Australian Driver's License, a reliable vehicle, a current valid Police Check and current First Aid Level 2 Certificate.

Our network of metropolitan and regional offices means we deliver services that are in the area where you live, so our staff are responsive to local needs.

Your care team

- *We offer you a professional care team that meets your needs and preferences*
- *We keep the teams small so your care is more personalised*
- *You can decide how we deliver services for you*
- *We are part of your local community*
- *We screen our staff carefully and ensure that they complete an annual training program.*

We encourage you to access services provided by Mercy Health, however if you wish to choose your own provider we can arrange this for you.

Approximate Home Care Package Amount		Level 1	Level 2	Level 3	Level 4
Home care package funding	Annual	\$9,026	\$15,877	\$34,550	\$52,377
Home care package funding	Per fortnight	\$346	\$605	\$1,317	\$2,000
Basic Daily Fee paid by you	Per fortnight	\$0	\$0	\$0	\$0

Note: you may be required to make a contribution to the cost of your care by paying an Australian Government Income Tested Care Fee and/or Basic Daily Fee. The Home Care Package funding amounts are current as at 1 July 2021. Further information about your contributions is available on My Aged Care.

¹ The Schedule last updated as at 20 August 2021, incorporates changes made to language as a result of consumer testing with senior Australians and their families. The Schedule should be used in conjunction with the definitions which can be found at [Improving the publication of home care pricing information](#)

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Care Management*

Care management is an important service that includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. Every Home Care Package, including those being self-managed will require some level of care management.

Approach to care management

We have two options to assist you in choosing your level of Care Management.

- 1. Full Support is based on a relationship approach. This provides you with full access to your own Care Advisor and a Service Coordinator who will support you with your health and wellbeing goals and ensure your services are organised and integrated to meet your needs. Full support includes a fixed care management fee, regardless of how much care coordination and care advisory you need.*
- 2. Self-support ensures that your services are based on what is important to you and provides you with the opportunity to participate in directing your care and services. We will encourage you to take an active role in planning, reviewing and arranging your care and support. If your circumstances change, our Care Management team can assist you to change your care and services to meet your individual needs. A fee for service applies.*

		Level 1	Level 2	Level 3	Level 4
Fully managed by provider	Per fortnight	\$59.02	\$103.81	\$225.91	\$342.47
Fully managed by provider	Approx. no. hours per fortnight	2	3	4	5
Self-managed by you	Per fortnight	\$27.77	\$48.85	\$106.31	\$161.16
Self-managed by you	Approx. no. hours per fortnight	1	2	3	4

*Care management fees will be charged as a % of the subsidy received

Price for Common Services	How the provider delivers services	Standard Hours	Non-Standard Hours	Saturday	Sunday	Public Holiday
Personal care (Per hour)	Mercy Health staff or External Provider	\$57.30 - \$88.00	\$69.15 - \$96.30	\$74.70 - \$130.00	\$88.30 - \$135.00	\$117.90 - \$173.00
Nursing (Per hour)	Mercy Health staff or External Provider	EN \$79.90 - \$95.00 RN \$110.00 - \$120.00	N/A	EN \$103.70 - \$123.30 RN \$143.10 - \$150.25	EN \$119.80 - \$142.44 RN \$165.00 - \$173.25	EN \$143.60 - \$170.74 RN \$194.90 - \$204.65
Cleaning and household tasks (Per hour)	Mercy Health staff or External Provider	\$54.90 - \$88.00	N/A	\$71.65 - \$130.00	\$84.65 - \$135.00	\$113.65 - \$173.00
Light gardening (Per hour)	Mercy Health staff or External Provider	\$60.00 - \$80.00	N/A	\$78.20 - \$100.00	\$92.45 - \$120.00	\$123.45 - \$160.00
In-home respite (Per hour)	Mercy Health staff or External Provider	\$57.30 - \$88.00	\$69.15 - \$96.30	\$74.70 - \$130.00	\$88.30 - \$135.00	\$117.90 - \$173.00

Minimum charges reflect prices for Mercy Health services and maximums are what could be charged if you choose an external provider to deliver your services.

Other Costs		Level 1	Level 2	Level 3	Level 4
Package management*	Per fortnight	\$48.60	\$85.49	\$186.04	\$282.03
Maximum exit amount	Max. Total	\$0			
Staff travel costs to visit you	Per km	\$0			
Separate cost when you want to receive services from a different provider	Yes	Any services and purchases not provided by Mercy Health will incur an invoice handling fee of 5% capped at \$200 per invoice. This includes client reimbursements and any other purchasing methods.			

*Package management fees will be charged as a % of the subsidy received

Full Price List

URL	https://home-care.mercyhealth.com.au/wp-content/uploads/sites/2/2021/09/Mercy_Health_Home_Care_Package_model_and_pricing.pdf
Document	

Provider contact details

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Note: This information is maintained by the Australian Government Department of Health. While the Department has exercised due care in collating the material contained on this Website, it does not guarantee the accuracy, currency, or completeness of the information nor the quality and suitability of the services listed.