

## HOME CARE PRICING SCHEDULE<sup>1</sup>

### Mercy Home Care

#### Pricing Schedule Last Updated on 1 July 2025

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        | \$10,932 | \$19,225 | \$41,847 | \$63,441 |
| Home care package funding            | Per fortnight | \$419    | \$737    | \$1,605  | \$2,433  |
| 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 2020. Further information about your contributions is available on My Aged Care.*

<sup>1</sup> The Schedule last updated as at 1 July 2025, 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.

|                                    |  |
|------------------------------------|--|
| <b>Approach to care management</b> | Our Care Management 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. |
|------------------------------------|--|

|                           |                                 | Level 1 | Level 2  | Level 3  | Level 4  |
|---------------------------|---------------------------------|---------|----------|----------|----------|
| Fully managed by provider | Per fortnight                   | \$83.86 | \$147.48 | \$321.02 | \$486.67 |
| Fully managed by provider | Approx. no. hours per fortnight | 2       | 3        | 4        | 5        |
| Self-managed by you       | Per fortnight                   | N/A     | N/A      | N/A      | N/A      |
| Self-managed by you       | Approx. no. hours per fortnight | N/A     | N/A      | N/A      | N/A      |

\*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 | \$77.30 - \$97.50                              | \$90.20 - \$108.90 | \$101.00 - \$143.00                              | \$119.10 - \$149.50                              | \$159.20 - \$198.30                              |
| Nursing (Per hour)                      | Mercy Health staff or External Provider | EN \$94.10 - \$96.00<br>RN \$129.70 - \$135.50 | N/A                | EN \$122.10 - \$143.50<br>RN \$168.60 - \$171.25 | EN \$141.20 - \$150.00<br>RN \$194.30 - \$206.00 | EN \$169.20 - \$172.00<br>RN \$229.60 - \$239.70 |
| Cleaning and household tasks (Per hour) | Mercy Health staff or External Provider | \$74.60 - \$96.80                              | N/A                | \$97.40 - \$143.00                               | \$115.00 - \$118.75                              | \$154.30 - \$158.40                              |

| Price for Common Services  | How the provider delivers services      | Standard Hours    | Non-Standard Hours | Saturday            | Sunday              | Public Holiday      |
|----------------------------|---|-------------------|--------------------|---------------------|---------------------|---------------------|
| Light gardening (Per hour) | Mercy Health staff or External Provider | \$74.60 - \$88.00 | N/A                | \$97.40 – \$110.00  | \$115.00 - \$132.00 | \$154.30 - \$176.00 |
| In-home respite (Per hour) | Mercy Health staff or External Provider | \$77.30 - \$97.50 | \$90.20 - \$108.90 | \$101.00 - \$143.00 | \$119.10 - \$149.50 | \$159.20 - \$198.30 |

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 | \$62.90 | \$110.61 | \$240.77 | \$365.00 |
| 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 | No            |         |          |          |          |

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

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**Full Price List**

|          |   |
|----------|---|
| URL      | <a href="https://home-care.mercyhealth.com.au/wp-content/uploads/sites/2/2025/07/Mercy_Health_Home_Care_Package_Model_1Jul2025.pdf">https://home-care.mercyhealth.com.au/wp-content/uploads/sites/2/2025/07/Mercy_Health_Home_Care_Package_Model_1Jul2025.pdf</a> |
| Document |   |

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**Provider contact details**

|       |   |
|-------|---|
| Email | Email: Home Care Enquiries <a href="mailto:HomeCareEnquiries@mercy.com.au">HomeCareEnquiries@mercy.com.au</a> |
| Phone | 1300 478 776  |

*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.*