SCHEDULE OF FEES
Home Care

Mercy Health

Effective from 1st Jul 2026

DIRECT CARE / SERVICE TYPE	Hourly Rate					
Everyday Living	**Weekday** 6.00am – 8.00pm	**After Hours** 8.00pm – Midnight	**Saturday**	**Sunday**	**Public Holiday**	**Telehealth**
Domestic Assistance						
• General house cleaning • Laundry services • Shopping assistance • Meal preparation	$124.70	N/A	$154.50	$166.90	$185.40	N/A
Independence	**Weekday** 6.00am – 8.00pm	**After Hours** 8.00pm – Midnight	**Saturday**	**Sunday**	**Public Holiday**	**Telehealth**
Social Support and Community Engagement						
Individual social support	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Accompanied activities	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Cultural support	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Personal Support						
Digital education and support	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Assistance to maintain personal affairs	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Transport						
Direct transport (driver and car provided)	$130.05	N/A	$161.25	$174.15	N/A	N/A
	$237.55 Zone 1 (26 to 50 km)	N/A	$161.25	$174.15	N/A	N/A
	$291.30 Zone 2 (51 to 100 km)	N/A	$161.25	$174.15	N/A	N/A
Respite						
Respite care	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Therapeutic Services						
Exercise therapy (Wellness Centre at Mercy Place Keon Park)	Wed – Fri 9:00am – 3:00pm $65.00 per visit	N/A	N/A	N/A	N/A	N/A
Personal Care – Overnight						
Overnight Care (8 hrs continuous inactive care plus 1 active hour) ***Price shown is per shift***	N/A	Mon – Thurs $405.25 Friday $465.60	$491.15	$405.25	$717.80	N/A
Personal Care – Live-in						
24 hour live-in care	Price on application				N/A	N/A

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Clinical Supports	**Weekday** 6.00am – 8.00pm	**After Hours** 8.00pm – Midnight	**Saturday**	**Sunday**	**Public Holiday**	**Telehealth**
Personal Care						
Assistance with self care and activities of daily living	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Assistance with the self administration of medication	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Continence management (non-clinical)	$130.05	$148.30	$161.25	$174.15	$193.50	$32.30 (15 min)
Physiotherapy**						
Physiotherapy - in-home	$175	N/A	N/A	N/A	N/A	N/A
Physiotherapy - in-facility	$145	N/A	N/A	N/A	N/A	N/A
Nursing						
Nursing Care – Enrolled Nurse	$133.40	N/A	$152.75	$173.25	$203.35	N/A
Nursing Care – Registered Nurse	$171.65	N/A	$202.70	$230.35	$268.30	$85.80 minimum 30 min $42.90 additional 15 min
Allied Health						
Occupational Therapy	$172.95	N/A	$219.05	$255.00	$333.25	N/A
Care Management						
Home Support Care Management	8.00am – 5.00pm $139.40	N/A	N/A	N/A	N/A	N/A
Clinical Care Management	8.00am – 5.00pm $171.65	N/A	N/A	N/A	N/A	N/A

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Terms and Conditions

1. Service rates are quoted excluding GST. GST is charged at a rate of 10% where applicable.
2. Minimum service periods apply for services delivered by Mercy Health.
   - A minimum of one hour per engagement applies for domestic assistance, personal care and respite care services.
   - 30 minute minimum engagement period applies to all nursing services. 30 minute nursing services will be charged at 68% of the hourly rate.
   - 30 minute minimum engagement applies for phone or email care management services. Contact charged in 15 minute blocks after initial 30 minute minimum.
3. If the services are provided by an external provider, the providers minimum service periods apply.
4. Overnight care is an inactive night duty shift, includes one hour of active care (either at the start or end of the shift) and requires separate sleeping facilities to be provided for the staff member. If additional active care is required during overnight care, this will be charged at the relevant hourly rate in addition to the overnight care fee.
5. Cancellations: In accordance with Award conditions that apply to our staff, notification of cancelled services must be made by 48 hours prior to the planned service. Mercy Health reserves the right to charge all or part of a planned service fee if the service is cancelled less than 48 hours prior to planned service.
6. Mercy Health reserves the right to adjust fees with a minimum 4 weeks' notice provided in writing.
7. Gazetted public holidays may be substituted for another day under state or territory law.
8. If regular services fall on a public holiday they will go ahead as scheduled charged at public holidays rates unless Mercy Health is notified to cancel or reschedule the service.
9. Our Prices (including those in our Current Price List) will increase up to twice a financial year if we provide you with at least 14 days' notice of a change. If we notify you of a change, our Prices will increase by an amount up to the greater of 7.5%, any increase in CPI (All Groups, Melbourne) and any increase in the average wages of personnel concerned with the provision of home care (casual and permanent) under an applicable award or industrial instrument since the last review or if there has been no prior review, the Start Day*.

   *Start Day is the date we start providing services to you under the Support at Home Service Agreement.

   **Physiotherapy services are available in selected areas and are subject to availability.
   Please contact your regional Care Team for more information.

1300 164 833
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homecare.mercyhealth.com.au

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