

SCHEDULE OF FEES

Home Care



Mercy Health
Care first

Effective from 1 January 2025

Direct Care Service	Service availability	Rates (ex GST) per hour
Domestic Assistance	Monday – Friday 6.00AM – 8.00PM	\$74.60
	Saturday	\$97.40
	Sunday	\$115.00
	Public Holiday	\$154.30
Personal Care, Respite Care	Monday – Friday 6.00AM – 8.00PM	\$77.30
	Monday – Friday 8.00PM – Midnight	\$90.20
	Saturday	\$101.00
	Sunday	\$119.10
	Public Holiday	\$159.20
	Telehealth - 15 min	\$19.30
Overnight Care (8 hrs continuous inactive care plus 1 active hour)	Sunday – Thursday nights	\$357.30 per shift
	Friday night	\$410.50 per shift
	Saturday night	\$433.10 per shift
	Public Holiday	\$632.90 per shift
Nursing – Enrolled Nurse	Monday – Friday 6.00AM – 8.00PM	\$94.10
	Saturday	\$122.10
	Sunday	\$141.20
	Public Holiday	\$169.20
Nursing – Registered Nurse	Monday – Friday 6.00AM – 8.00PM	\$129.70
	Saturday	\$168.60
	Sunday	\$194.30
	Public Holiday	\$229.60



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	Telehealth - minimum 30 min	\$64.85
	Telehealth - additional 15 min	\$32.40
24 hour live in care	Monday – Sunday	Price on application
Occupational Therapy	Monday – Friday 6.00AM – 8.00PM	\$140.90
	Saturday	\$183.80
	Sunday	\$217.20
	Public Holiday	\$290.00
Dementia Advisory	Monday – Friday 6.00AM – 8.00PM	\$140.90
	Telehealth - minimum one hour	\$117.40
Self Managed Services		
In person Care Management support	Monday – Friday 8.30AM – 5.00PM	\$124.10
Care Management support (via phone or email)	Monday – Friday 8.30AM – 5.00PM	\$62.05 per 30 min contact
Support, coordination and advice (via phone or email)	Monday – Friday 8.30AM – 5.00PM	\$28.39 per 15 min contact
Support, coordination and advice (via phone or email)	Out of hours	\$34.30 per 15 min contact



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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, respite care and dementia advisory 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. Where staff are required to transport clients in the staff's vehicle or perform tasks whilst client is not accompanying (eg. Shopping), travel will be charged at \$1.45 per kilometre.
6. Cancellations: In accordance with Award conditions that apply to our staff, notification of cancelled services must be made by 24 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 24 hours prior to planned service.
7. Mercy Health may vary fees annually (in January) and will provide 4 weeks' notice of fee increases in writing for increases up to a maximum of 7.5%. Should the costs of providing service increase significantly as a result of circumstances out of Mercy Health's direct control (for example, employee Award terms and conditions), Mercy Health reserves the right to make an out of cycle fee adjustment with a minimum 4 weeks' notice provided in writing so long as the increase does not exceed 7.5%. Any increases above 7.5% will be agreed via consultation.
8. Gazetted public holidays may be substituted for another day under state or territory law.
9. 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.

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