

Home Care Service Fee Schedule

EFFECTIVE 22ND OF SEPTEMBER 2025 (EX-GST)

My Care Solution offers a range of services to enable you to live at home and be part of your community. You can access these services if you are in receipt of Government funding through a Home Care Package.

Contact My Care Solution on 1300 271 791

Home Care Services

| Visiting Staff | Rates per | AM (6am-6pm) | PM (6pm-6am) | SAT | SUN | Public Holiday |
|--|-----------------------------|-----------------|-----------------|----------|----------|-------------------|
| Support Worker Typically: Home Care, personal care, respite, social activities, medication assistance. | 1 hour* | \$89.50 | \$133.50 | \$133.50 | \$178.50 | \$223.50 |
| | Passive Sleepover** | N/A | \$395.00 | \$395.00 | \$450.00 | \$450.00 |
| | Active Overnight* | \$89.50 | \$133.50 | \$133.50 | \$178.50 | \$223.50 |
| Nurse Typically: Wound, skin, or continence assessment and management | 1 hour | \$187.50 | \$251.50 | \$251.50 | \$280.00 | \$365.00 |
| Occupational Therapist Additional fees may apply for report writing and other follow-up activities. | 1 hour | \$187.50 | \$251.50 | \$251.50 | \$280.00 | \$365.00 |
| Housekeeping | 1 hour* | \$89.50 | \$133.50 | \$133.50 | \$178.50 | \$223.50 |
| Gardening Light Gardening | 1 hour* | \$90.00 | \$99.00 | N/A | N/A | N/A |
| Transport Applies in addition to the hourly rate when a Support Worker uses their vehicle to transport you or run errands. | \$1.40 per kilometre | | | | | |

*Minimum 1 hour service

**Applies when you require assistance during the night for up to 1 hour or less than 3 times. An additional 2 active hours must be scheduled before or after the sleepover at the relevant hourly rate as per the Award.

MCS Community Club

| Community Club Package | Charge |
|------------------------|-------------------------------|
| Half day | \$84.00 |
| Half day + travel | \$170.00 |
| Full day | \$120.00 |
| Full day + travel | \$199.00 |
| Social Outings | As quoted by My Care Solution |

Management Fees - per fortnight

| Fee Type | Level 1 | Level 2 | Level 3 | Level 4 |
|---------------------|--|---------|----------|----------|
| Package Management* | \$0 | \$0 | \$0 | \$0 |
| Care Management* | \$41.93 | \$73.74 | \$160.51 | \$243.33 |
| Income Tested Fee | A means tested fee determined by the Department of Human Services. The Fee applies to part- and non-pensioners. Home Care Package providers cannot waive or discount this fee. | | | |

*This is not an out-of-pocket cost

Outsourced Service Fees

| Outsourced Service | Charge |
|--|-------------------------------|
| Home Maintenance & Modifications | As quoted by My Care Solution |
| Clinical and Allied Health | As quoted by My Care Solution |
| Home Care Equipment | As quoted by My Care Solution |
| Other Outsourced Services or Purchases | As quoted by My Care Solution |

Other Fees and Charges

The full cost of your services may be charged to your Home Care Package if:

- You cancel your service with less than 24 hours notice.
- You are not home at the time of your scheduled service.
- You turn away the My Care Solution employee, contractor, or volunteer.

You are responsible for costs incurred during a scheduled visit, including but not limited to parking fees, your own meals, transport arrangements, entry fees, and entertainment costs.

You can cease your services at any time providing 30 days written notice. MCS doesn't charge any exit fee.

From 1st November 2025, My Care Solution will be adjusting our hourly rates to align to the Support at Home Program.