

*mounties  
care*



Home  
Care

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1300 290 221 | [mountiescare.com.au](http://mountiescare.com.au)



## About Us

**Mounties Care Home Care assists clients to live a full and independent life in the comfort of their own home. Whatever the situation, Mounties Care can help you.**



Our mission is to deliver compassionate care in the home with innovation and understanding to enhance your quality of life. We support independence at home and are a major contributor in helping you live life your way.

The later years of life can be especially challenging, but Mounties Care is here to help. We listen to your needs to put together a tailored care package that suits you. We work with our community members to customise care options that will help them lead the lives they want independently and in their own home.



# OUR SERVICES

Is there something you need help with that isn't listed here? No worries! Our care is flexible and tailored to you. Give us a call to chat to us about your needs and how we can help.



## Hourly Care

To assist you with daily living by providing discreet personal care and light domestic duties at home.



## Care & Package Management

We offer you 24/7 continuous active care in the home.



## Companionship

We can help you in remaining connected to your community.



## Live-in Care

For those needing a live-in carer to assist you in living a full independent life in the comfort of your own home.



## Overnight Care

We provide overnight care (both active and inactive options) to those who require help or support at varying hours.



## Respite Care

For when your main carer needs a break, we can help you.



## Domestic Assistance

Our hand-picked carers can ensure your home is maintained by assisting with household tasks such as cleaning or meal preparation.



## Transport

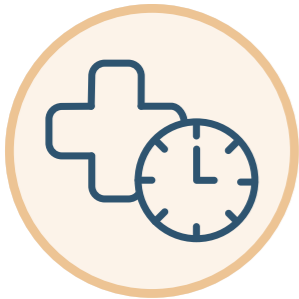
We offer assistance with getting you to your appointments.



## Hourly Care

You may just need someone to pop in for a few hours to help. We believe that our clients need more than a fleeting visit so we have a minimum of 2 hour shifts. We can provide hourly care on a short or long term basis.

- Personal hygiene and grooming, showering, dressing and toileting
- Companionship and social support
- Shopping and cooking nutritious meals
- Medication supervision
- Light housekeeping, tidying, changing bed linen and laundry duties
- Driving to medical appointments and social outings
- Providing a safe and secure home environment
- Post-hospital assistance, pick-up from hospital and drop off to home, collection of medication or groceries



## Companionship

Companionship is about assisting people in remaining connected to their community. We can accompany you to any events that you would like to attend e.g. concerts or theatre, going to a café for some lunch, or taking a scenic drive to the ocean. You may just want to stay home and enjoy each others company — whatever your preference we can help!



## Live-in Care

Live-in care is for anyone who requires full time care in the comfort of their own home. An experienced carer stays with you 24 hours a day and are there to help you with your day-to-day routine.

Clients who choose live-in care are able to remain in their own home, with their pets, in a familiar and comfortable environment, surrounded by their most treasured things.

Live-in care is suitable for those who:

- require assistance throughout the day and night
- are seeking an alternative to a nursing home
- have increased care needs post hospital stay
- require respite

### How it works?

We provide carers to cover 7 days. Usually one carer works 2-3 days. There are 8 hours of active care in a 24 hour period.

### Why would you choose Live-in Care?

**Quality of Life:** With a live-in carer, you will have one-on-one help. Our experienced carers will live with you, offering one-on-one comprehensive support to help you live the life you choose.

**Stay in your own home:** With live-in care you can receive the care that you need in the comfort of your own home. Live-in care is flexible and tailored to suit your lifestyle.

### What about a trial?

When it comes time to consider full-time care, how do you decide the best solution? Making the right decision has a long-term impact. Why don't give a short term Live-in Care solution a try?

- Easy to set up
- Cost effective
- No commitments



### Sleepover

Our carers will come to your home and sleep over to help assist with any requirements throughout the night. The carer may be required to get up once or twice during the night to provide support with any tasks. This service is provided for a minimum of 12 hours nightly.

- To provide peace of mind to clients that are nervous about being alone at night
- To provide support following an operation or accident
- To provide short or long-term support when the regular carer needs to take a break



### Active Nights

Our carers will come to your home to provide any assistance that may be required throughout the night. This service is provided on an hourly basis with a minimum of 12 hours.

- Anyone who doesn't sleep at night or struggles with sleeping
- Following an accident or operation
- To provide respite or short term care so the usual carer can take a break



## Respite Care

Need to take a break for a few hours, days, weeks or more? It's not always easy when you are the main carer but everyone needs a change of scenery and time to recharge their batteries.

We can provide a carer to give you that break and continue caring for your loved one in the comfort of their own home, where their daily routine remains the same.



## Transport

We offer assistance with getting you to your appointments with your very own carer. You will be picked up from your home and personally driven to and from your appointment.



## Domestic Assistance

Our hand-picked carers can ensure your home is well maintained by assisting with household tasks such as cleaning or meal preparation.



## OUR CARERS

Our care staff are all qualified in their relevant fields. They receive ongoing training to keep them up to date with their skills. Our carers are experienced and have all been thoroughly vetted prior to going into your home.

We understand that receiving in-home services for the first time can be daunting. Prior to sending carers to your home we ensure that they are familiar and understanding of your needs and service requirements.

## CLIENT RATES AS OF MARCH, 2026

We offer high-quality home care with highly competitive pricing—without ever compromising on the standard of support you receive, because we believe that the care you or your loved one needs should always be accessible. Our professional, qualified and compassionate care team takes the time to listen and tailor our services to your individual needs.

We support private clients, NDIS participants, and Home Care Package recipients, making quality care accessible no matter how your services are funded. We also make switching providers simple and stress-free, so you can access better care and better value with confidence.

*Ozcott Pty. Ltd. the approved provider.*



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info@mountiescare.com.au



Mounties Care

## CLIENT TESTIMONIALS

“The team at Mounties Care have shown my dad and I compassion, empathy, understanding and unbiased support in times of crisis.”

- **Toni**

“Mounties Care have been exceptional, helping us navigate a complex process with great advice and support.”

- **Peter**

“Very passionate people who work efficiently and seek the best outcome for their clients.”

- **Nilesh**

# PRIVATE CARE



## Activities of Daily Living

	Monday-Friday	Saturday	Sunday
6am-8pm	\$79/hour	\$99/hour	\$127/hour
8pm-6am	\$92/hour	\$110/hour	\$142/hour
Public Holiday	\$173/hour		

\*2hrs minimum booking



## Live-in Care

	Monday-Friday	Saturday	Sunday
<b>24 live-in care</b> (10am-10am next day)	\$790/24 hours	\$850/24 hours	\$860/24 hours

\*24hrs minimum - booking required.



## Overnight Care

Inactive Nights*	Monday-Friday	Saturday	Sunday
8pm-8am	\$540	\$735	\$665

\*Sleepover 12hr total service, inclusive of 8hrs inactive and 4hrs active.

Active Nights*	Monday-Friday	Saturday	Sunday
8pm-8am	\$92/hour	\$99/hour	\$127/hour

\*12hrs minimum active - booking required.

# TERMS OF SERVICE



## Transport

Any travel done on behalf of the client will be charged at \$1.23/km.



## Cancellations

- 24hrs notice for hourly service cancellations.
- 48hrs notice for Live-in Care cancellations.



## Live-in Care

- Public holidays are charged at double time.
- Live-in Care rate inclusive of client providing carer with one main meal, if this is not provided daily meal allowance rate will be charged.
- Carer is able to get up once only between 10pm and 6am for a short duration (under 15min). If wake ups exceed this, client will be charged per hour.
- If the client requires additional hours of care that exceeds 8hrs of active care in a Live-in Care service or during an inactive sleepover, those additional hours will be charged per hour.



## Sleepover

- Public holidays are charged at double time.
- Inactive sleepover from 10pm - 8am next day - rate inclusive of 2hrs active during sleep over period.



## GST

- Domestic assistance and shopping services are NOT GST exempt.
- Personal care and respite services including live in care are GST free.

# SUPPORT AT HOME



## Activities of Daily Living

Service	Monday-Friday	Saturday	Sunday
<b>Personal Care</b>			
6am-8pm	\$79/hour	\$99/hour	\$127/hour
8pm-6am	\$92/hour	\$110/hour	\$142/hour
Public Holiday	\$173/hour		
<b>Social Support (Incl. Shopping)</b>			
	\$98/hour	\$131/hour	\$163/hour
Public Holiday	\$163/hour		
<b>Respite</b>			
6am-8pm	\$79/hour	\$99/hour	\$127/hour
8pm-6am	\$92/hour	\$110/hour	\$142/hour
Public Holiday	\$173/hour		
<b>Domestic Assistance</b>			
	\$79/hour	\$110/hour	\$142/hour
Public Holiday	\$173/hour		
<b>Transport</b>			
0-20kms	\$98/hour	\$131/hour	\$163/hour
20-40kms	\$128/hour	\$156/hour	\$189/hour
Public Holiday	\$189/hour		

\*2hrs minimum booking



## Live-in Care

	Monday-Friday	Saturday	Sunday
<b>24 live-in care (10am-10am next day)</b>	\$790/24 hours	\$850/24 hours	\$860/24 hours

\*24hrs minimum - booking required.



## Overnight Care

Inactive Nights*	Monday-Friday	Saturday	Sunday
8pm-8am	\$540	\$735	\$665

\*Sleepover 12hr total service, inclusive of 8hrs inactive and 4hrs active.

Active Nights*	Monday-Friday	Saturday	Sunday
8pm-8am	\$92/hour	\$99/hour	\$127/hour

\*12hrs minimum active - booking required.



## Support At Home Care Management

<b>Care Partner</b>	\$110/hour
<b>Clinical Care Partner</b>	\$160/hour

# TERMS OF SERVICE



## Cancellations

- 24hrs notice for hourly service cancellations.
- 48hrs notice for Live-in Care cancellations.



## Live-in Care

- Public holidays are charged at double time.
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## Sleepover

- Public holidays are charged at double time.
- Inactive sleepover from 10pm - 8am next day - rate inclusive of 2hrs active during sleep over period.



## GST

- Domestic assistance and shopping services are NOT GST exempt.
- Support at Home care management, personal care and respite services including live in care are GST free.

# NDIS PARTICIPANTS

Assistance with Self-Care/  
Access Community  
Social & Recreational

Day of Service	Times	Hourly Rate
Monday - Friday (Day)	6am - 8pm	\$70.23
Monday - Friday (Late)	8pm - 12am	\$77.38
Monday - Friday (Early)	12am - 6am	\$78.81
Saturday	All Day	\$98.83
Sunday	All Day	\$127.43
Public Holiday	All Day	\$156.03
Night-Time Sleepover	8hrs 10pm - 6am	\$297.60

\*Minimum 2hr service

# TERMS OF SERVICE



## Transport

Where a Support Worker Support Worker is accompanying and transporting an NDIS participant, additional non-labour costs associated with this transport will be charged. These non-labour costs are Vehicle Running Costs, which will be charged at the NDIA's suggested per km "reasonable contribution" rate (reviewed periodically, currently \$1.00/km), and Road Tolls & Parking Fees, which will be charged as incurred.



## Cancellations

Cancellations less than 7 days before service will be charged 100% of the service fee.



## Sleepover

- Includes 8 hrs of inactive overnight support, during which the carer is permitted to sleep.
- Up to 2hrs of active support is included during the night. Any additional hours (3hrs or more) of active support will be charged at Saturday rates on weekdays or applicable rates on weekends/public holidays.

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**NSW**

Mount Pritchard

**QLD**

Hope Island

**VIC**

Dandenong

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esphhealthcare

 Carers & Companions

 Sanctuary Care