



NURSE-LED CARE AT HOME

Client Information Guide

Clear information for older people, families and supporters about our approach, services, pricing and your rights.

0401 932 959



WELCOME

Care that feels personal

A practical introduction to MC Support and how we partner with you.

MC Support is a local, nurse-led home care team supporting older people to remain safe, independent and connected in their own homes.

We take time to understand your goals, routines, culture, language preferences and the people who are important to you. Our staff can support clients in English, Vietnamese and Chinese. Your support should fit around your life - not the other way around.

Our clinical background helps us recognise changing needs, communicate clearly with families and health professionals, and coordinate safe, person-centred support.



What you can expect

Respect and choice

We listen first, explain options clearly and respect your decisions, identity, culture and privacy.

Nurse-led confidence

Clinical insight supports safer planning, monitoring and coordination when your needs are complex.

Culturally responsive

Vietnamese and Chinese language support is available through our staff. Ask us about any cultural, religious or communication preferences.

Clear and transparent

We explain services, responsibilities and prices before you agree to care, with no hidden package fees.

QUICK GUIDE

Keep these details handy

Save our contact information and keep a printed copy near your telephone.

Urgent emergency

Call 000 for police, fire or ambulance. Contact MC Support afterwards when it is safe to do so.

MC Support

0401 932 959
admin@mcsupport.com.au
mcsupport.com.au

My Aged Care

Assessment, eligibility and government-funded aged care information:
1800 200 422

Before a visit

If you feel unwell

Please tell us before a scheduled visit so we can plan safe precautions or discuss another arrangement.

If plans change

Give as much notice as possible. Any cancellation or no-show arrangements will be explained in your service agreement.

If needs change

Tell us about hospital visits, falls, medication changes or new risks so your care plan can be reviewed.

Standard service hours

Monday to Friday, 8:00am to 6:00pm, excluding public holidays. Different rates apply outside standard hours; see the current pricing schedule.

Important: MC Support is not an emergency response service. For urgent medical concerns, call 000 or follow advice from your GP or health professional.

GETTING STARTED

Understanding Support at Home

The Australian Government program helps older people stay healthy, active and independent at home.

Support at Home began on 1 November 2025 and replaced the Home Care Packages Program and Short-Term Restorative Care Programme. It includes 8 ongoing funding classifications plus short-term pathways for restorative care, end-of-life support, assistive technology and home modifications.

Your care journey

1 Contact My Aged Care

Apply for an assessment online or call 1800 200 422. A supporter can help you with your permission.

2 Receive your support plan

Your assessment identifies goals, approved services and the funding or pathway available to you.

3 Talk with MC Support

We discuss your needs, preferences, availability and how our services may fit your approved plan and provider arrangements.

4 Agree and begin

Before services start, make sure you understand your care plan, service agreement, prices, contributions and review process.

Already receiving services?

You can ask for a review when your needs or goals change. You may also have the right to change providers. Talk with your current provider, My Aged Care or an independent advocate before making changes.

SERVICES

Support built around daily life

Services must be included in your support plan, care plan or private service agreement and delivered within each worker's professional scope.

Clinical supports

- Registered nursing care
- Wound and health monitoring
- Medication support within scope
- Post-hospital support
- Allied health coordination
- Clinical care planning and review

Independence

- Personal care and hygiene
- Mobility and transfer support
- Social support and companionship
- Transport and accompanied outings
- Respite and carer support
- Support to maintain personal affairs

Everyday living

- Domestic assistance
- Laundry and household tasks
- Meal preparation and shopping
- Gardening and home maintenance
- Cleaning for a safe home
- Nutrition and daily routines

A personalised plan

We focus on what matters to you: staying safe at home, maintaining routines, connecting with family and community, managing health needs and building confidence. Services are reviewed with you as circumstances change.

PRICING

Clear costs before care begins

Your exact cost depends on the services used, when they are delivered and any participant contribution set under the program.

MC Support pricing principles

- The current pricing schedule lists standard, after-hours, weekend and public holiday rates.
- Each listed service price is all-inclusive for the service shown; actual-cost items are clearly identified.
- No entry fees, exit fees, package management fees or hidden fees are charged.
- We explain applicable prices before services are agreed or changed.

Participant contributions

Income and assets assessment	Clinical	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner or Commonwealth Seniors Health Card holder	0%	5%-50%	17.5%-80%
Self-funded without a Commonwealth Seniors Health Card, or means not disclosed	0%	50%	80%

A simple example for a full pensioner

\$110 cleaning x 17.5% = \$19.25 paid by you. \$115 personal care x 5% = \$5.75 until 30 September 2026; from 1 October 2026 approved personal care is fully government funded and you pay \$0.

[VIEW CURRENT PRICE LIST](#)

Services Australia confirms your exact percentage. 'No worse off' arrangements may apply to some people approved by 12 September 2024.

YOUR RIGHTS

Choice, dignity and respect

The Aged Care Act 2024 includes a Statement of Rights for people accessing funded aged care services.

Your rights include

- Safe, quality care delivered with skill and care
- Dignity, respect and freedom from discrimination
- Recognition of your identity, culture and diversity
- Choice, control and supported decision-making
- Privacy and protection of personal information
- Clear information in a way you can understand
- Support from a family member, supporter or advocate
- Feedback and complaints without fear of disadvantage

Working together

- Tell us what matters to you and how you prefer support to be delivered
- Provide accurate, current health and safety information
- Treat workers and other people with dignity and respect
- Help maintain a reasonably safe work environment
- Give notice when a visit needs to change
- Ask questions and tell us when something is not working
- Meet any agreed payment responsibilities

Consent and dignity of risk

You can make choices about your care and may change or withdraw consent. We will explain foreseeable risks, explore safer options and respect your preferences wherever possible. If you want help making a decision, you can involve a trusted supporter or independent advocate.

SAFE CARE

Safety, privacy and practical visits

Please talk with us about any risk, concern or adjustment that would make support safer and more comfortable.

Medication support

Medication assistance must be agreed in your care plan and delivered within worker qualifications and safe medication procedures. Tell us promptly about medication changes.

Infection prevention

We use hand hygiene, protective equipment and other precautions when needed. Please tell us if anyone in the home is unwell before a visit.

Falls and home safety

We identify hazards, follow mobility instructions and can coordinate with health professionals when assessment or equipment may help.

Pets, smoke and access

Agree on safe entry arrangements. Secure pets if requested and provide a smoke-free environment during visits wherever possible.

Privacy and your information

We collect information needed to understand your goals, plan and deliver services, communicate with authorised people and meet legal obligations. Health and personal information is handled confidentially and shared only with consent or where law, safety or an emergency requires it.

- Tell us who may receive information or participate in decisions.
- Ask to access or correct information we hold about you.
- Tell us if your communication, interpreter or accessibility needs change.
- Raise a privacy concern through admin@mcsupport.com.au.

FEEDBACK

Questions, concerns and complaints

Feedback helps us improve. You can raise a concern without your care being reduced, stopped or treated less favourably.

1 Talk with us

Speak with your worker or contact MC Support on 0401 932 959. Many concerns can be addressed quickly.

2 Put it in writing

Email admin@mcsupport.com.au with what happened, the outcome you want and the safest way to contact you.

3 Seek external help

You can contact the Commission or an independent advocate at any time. You do not need our permission.

Independent options

Aged Care Quality and Safety Commission	1800 951 822	agedcarequality.gov.au
Older Persons Advocacy Network (OPAN)	1800 700 600	opan.org.au
National Elder Abuse phone line	1800 353 374	health.gov.au

When something goes wrong

We aim to communicate openly, listen carefully and explain what happened, what is being done now and how similar issues will be prevented. Immediate safety comes first. Serious incidents may also need to be reported to the regulator.

CONTACTS

Useful services and trusted resources

Keep these details with your care plan or emergency information.

Service	Phone	What it can help with
Emergency services	000	Life-threatening or urgent emergency
My Aged Care	1800 200 422	Assessment, eligibility, funding and provider information
Healthdirect	1800 022 222	24-hour health advice from registered nurses
Poisons Information Centre	13 11 26	Advice about poisoning or suspected poisoning
Dementia Australia	1800 100 500	Dementia information and support
Carer Gateway	1800 422 737	Support, counselling and respite information for carers
Translating and Interpreting Service	131 450	Interpreter support

Official information

Support at Home program - health.gov.au

Statement of Rights - agedcarequality.gov.au

Guides and resources - myagedcare.gov.au

Talk with MC Support

0401 932 959 | admin@mcsupport.com.au | mcsupport.com.au
Broadview SA | Vietnamese and Chinese-speaking staff available

We acknowledge the Kaurna people as the Traditional Custodians of the land where MC Support is based and pay respect to Elders past and present.