

## Fees per category

Support type	Week (daytime)	Week (evening)	Saturday (daytime)	Saturday (evening)	Sunday (daytime)	Sunday (evening)	Public Holiday
 Domestic assistance/ meal prep/ individual social support	\$94/hr	N/A	N/A	N/A	N/A	N/A	N/A
 Personal care/ help with medication/ respite	\$101/hr	\$113/hr	\$118/hr	\$136/hr	\$138/hr	\$160/hr	\$190/hr
 Group social support & transport (excludes meals)	\$234/day	N/A	N/A	N/A	N/A	N/A	N/A

### Domestic assistance, personal care and respite

Brokerage services for domestic assistance, personal care and respite are provided for a minimum of two hours (four hours on public holidays).

### Social support services

We provide companionship and undertake light social support tasks such as:

- Preparing a meal;
- Accompanying the client to the cinema or a show;
- Playing cards, board games or listening to music.

### Transport

Transport to and from social activities is arranged on a case by case basis. Mileage is charged at \$1.20 per kilometre.

Please note that GST is charged for brokerage services. These fees exclude GST.

Fees are subject to annual increases.

At least four weeks' notice will be given if fees change.

## Cancellations for external special events/excursions

Additional charges may apply for external special events to cover admission fees and travel. Staff provide this information to clients in advance.

## Cancellations with less than 24 hours' notice

**A cancellation fee of \$60 may apply where less than 24 hours' notice has been given to cancel services. Meals and transport will also be charged if clients have chosen to have these options.**




We understand that situations may arise when you will need to cancel your service. When this occurs, we ask that you give us as much notice as possible.

You will avoid having to pay a cancellation fee if you give us more than 24 hours' notice.

If you wish to cancel a service, you can notify us by calling (08) 9275 4411 or by emailing your service coordinator.

Your circumstances will be taken into consideration before any fee is applied. If a cancellation is due to sickness or an emergency, you will not be charged.

If a cancellation was not made via telephone or email, you will be charged for the service. This includes cancellation at your door or not being home when staff arrive. Cancellation fees are reflected in monthly invoicing.

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