

Support Service Rates

1 July 2021 through to 30 June 2022

Service	Enhanced Lifestyles Rate	Enhanced Lifestyles Public Holiday Rate
Monday to Friday (6am to 8pm)	\$58.20	\$108.15
Monday to Friday (8pm to 6am)	\$64.40	\$108.15
Saturday	\$80.85	\$108.15
Sunday	\$97.35	\$108.15
Sleepover (Max 9 hours)	\$25.75 per hour	\$25.33 per hour
Travel	\$1.10 per kilometre	\$1.10 per kilometre

Please note:

1. All rates quoted are GST exclusive, apart from travel.
2. A minimum charge of one hour per service is applicable unless negotiated prior to service.
3. Kilometres are charged at \$1.10 per km ex GST where travel is requested as part of a service.
4. Sleepover rate is for a maximum of 9 hours and is inclusive of one active hour and one wake up. Each additional hour worked or wake up will be charged at the applicable hourly rate.
5. Please discuss any customer specific training requirements with the service delivery team.
6. Services purchased by an organisation generally attract GST; services purchased directly by a customer do not attract GST.

Cancellation Policy:

Where services are no longer required, as much notice as possible is appreciated. The schedule below outlines the charges which will be applied in the event of any cancellation. It is understood that emergencies may arise where a customer may not be able to notify Enhanced Lifestyles within the required period and an exemption from cancellation payments may be approved. This will be determined

on a case-by-case basis by the organisation. Please see the organisation's cancellation policy for further clarification if required.

Notice given	Hours charged
More than 24 hours	Nil
Less than 24 hours	One hour
Less than 12 hours	Total number of hours of the shift