



# Community Care (Private Customers) Fee Schedule

Effective From 1st February 2025.

SERVICE TYPE	COST			
<p><b>Domestic/ Meal Prep</b></p> <p>Weekday</p>	<p>Qualified staff</p>	<p><b>Half Hour</b> N/A</p>	<p><b>Hour</b> \$69.00</p>	<ul style="list-style-type: none"> <li>• General domestic assistance with household tasks</li> <li>• Meal Preparation (not cooking of meals)</li> </ul>
<p><b>Personal/ Respite Care</b></p> <p>Weekday</p> <p><b>Only hour service:</b></p> <p>Weekday Evening</p> <p>Saturday</p> <p>Sunday</p> <p>Public Holiday</p> <p>Only personal care available for weekday half hour service</p>	<p>Qualified staff</p>	<p><b>Half Hour</b></p> <p>\$51.00</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p><b>Hour</b></p> <p>\$69.00</p> <p>\$82.80</p> <p>\$86.20</p> <p>\$103.50</p> <p>\$172.50</p>	<ul style="list-style-type: none"> <li>• Showering, personal hygiene, toileting, dressing and grooming</li> <li>• Assistance with mobility and transfers</li> <li>• Fitting of aids and appliances e.g., Ted stockings</li> <li>• Transport to appointments, shopping and errands</li> <li>• Cooking of Meals (more than preparation of ingredients)</li> <li>• Comprehensive in-home backup service to ensure customer's needs are met while regular carer is away</li> </ul>
<p><b>Nursing</b></p> <p>Weekday</p> <p>Saturday</p> <p>Sunday</p> <p>Public Holiday</p> <p>Minimum service half hour service</p>	<p>Registered Nurse</p>	<p>\$80.00 - \$130.00</p> <p>Price will vary as dependent upon location</p>		<ul style="list-style-type: none"> <li>• Services may include wound care, medication administration, general health assessments &amp; clinical reviews</li> </ul>

SERVICE TYPE	COST	
<p><b>Transport</b></p>	<p><b>Per Kilometer</b> \$1.45</p>	<ul style="list-style-type: none"> <li>• Travel associated within customer service e.g., appointments, shopping</li> <li>• Travel to customers (if required)</li> </ul>
<p><b>Home &amp; Garden Maintenance</b></p>	<p>\$60.00 - \$100.00</p> <p>Price will vary as dependent upon location</p>	<ul style="list-style-type: none"> <li>• Minor repairs and maintenance, garden and yard e.g., lawn mowing, clean gutters, windows, rubbish collection</li> <li>• Rubbish and waste disposal, transport to tip etc. (Customer pays tip fees)</li> </ul>
<p><b>Centre Based Respite</b></p>	<p><b>Half Day Without Lunch</b> \$30.00</p>	<ul style="list-style-type: none"> <li>• Available in Mid North Coast area only</li> <li>• Lunch not included</li> <li>• Half day session</li> </ul>
	<p><b>Half Day With Lunch</b> \$50.00</p>	<ul style="list-style-type: none"> <li>• Available in Mid North Coast area only</li> <li>• Applicable to morning sessions only</li> <li>• Half day session</li> <li>• Cost of lunch included</li> </ul>
	<p><b>Full Day With Lunch</b> \$75.00</p>	<ul style="list-style-type: none"> <li>• Available in Mid North Coast area only</li> <li>• Full day session</li> <li>• Cost of lunch included</li> </ul>
<p><b>Cancellations</b></p> <p>More than 24 hours' notice</p> <p>Less than 24 hours' notice</p>	<p><b>Per shift</b></p> <p>No charge</p> <p>Full Cost of Shift</p>	<ul style="list-style-type: none"> <li>• Genuine emergencies excepted</li> <li>• Cancellation fees may be waived at Kirinari's discretion</li> </ul>
<p><b>No-Show</b></p> <p>No cancellation, staff attend for service, customer not in attendance</p>	<p><b>Per shift</b> Full Cost of Shift</p>	<ul style="list-style-type: none"> <li>• Genuine emergencies excepted</li> <li>• No Show fees may be waived at Kirinari's discretion</li> </ul>

All Quotes are GST exclusive.

If a service that you are looking for is not stated, please contact the Community Care Coordinator to discuss your individual needs.

## **PUBLIC HOLIDAYS 2024-25**

Kirinari Community Services Limited, Hume- Riverina Branch Certified Agreement 2006 - 2008, defines the terms and conditions under which Kirinari Home Care staff are employed, and identifies public holidays for which staff must be paid penalty rates as gazetted.

## **SERVICES**

### **Domestic Care**

Domestic Care is only provided on weekdays between the hours of 7.00am – 8.00pm. The minimum service provided is for one hour, and thereafter can be increased in half hour blocks e.g., one and a half hours, two hours, two and a half hours etc.

### **Welfare check**

30-minute minimum service, includes medication prompting.

### **Personal Care**

- Personal care is provided on weekdays between the hours of 7.00am – 8.00pm. The minimum service provided is for half an hour, and thereafter can be increased in half hour blocks e.g., one hour, one and a half hours, two hours etc.
- Between the hours of 8.00pm – 10.00pm Personal Care services are provided in one-hour blocks only.
- All Weekend services are provided in one-hour blocks only e.g., one hour, two hours etc. and incur weekend rates.
- All Public Holiday services are provided in one-hour blocks only and incur Public Holiday rates.

## **GOODS & SERVICES TAX**

Services charged directly to private customers for personal care, domestic home care, respite services and sleepovers are GST exempt; however, private customers are required to pay GST on home & garden maintenance services. All services brokered to Kirinari by other agencies will be subject to GST.

## **ON-CALL**

Kirinari operates an after-hours on-call service for agencies, customers and staff, for contact in the event of an emergency outside office hours. Agencies and customers should contact on-call number **02 6062 4609** to advise of any genuine emergency. Agencies and customers may also use this service out of hours to advise of service cancellations as a result of a genuine emergency. Non-emergency calls should be referred to the main office telephone number **02 6056 6477** between office hours of 9.00am and 5.00pm.

## **CANCELLATIONS**

Agencies and private customers are requested to give Kirinari Roster Coordinators at least 24 hours' notice of the cancellation of any of their rostered services. This is because Kirinari staff require a minimum of 24 hours' notice of changes to their rostered hours. Agencies / customers will be billed for the cost of cancelled shifts if inadequate notice has been given.

Genuine emergencies can and do happen and will necessitate the cancellation of services from time to time without adequate notice to Kirinari. Cancellation fees can be waived by Kirinari at its sole discretion.

## **NO SHOW**

Where no notification of a service cancellation is received, and staff attended to deliver service, a no-Show fee will be charged. Genuine emergencies excepted.

## **QUESTIONS**

Please contact Kirinari on **1300 547 462** during business hours with any questions.

## **SECURITY STATEMENT**

This Fee Schedule is confidential and contains privileged information. If you are not the intended recipient you must not use, disclose, copy, or distribute this document. Confidentiality and legal privilege attached to this communication are not waived or lost by reason of mistaken or accidental delivery to you. If you have received the document in error, please destroy securely and notify the sender.

The above rates may be subject to change in accordance with applicable industrial instruments, legislative change and service reviews.

## **RATES SUBJECT TO CHANGE**

Please note that rates and fees may be updated periodically to reflect changes in the costs of delivering services. You will be given reasonable notice of any changes to the rates and fees schedule.

---

**Call us:** 1300 547 462

**Send an email:** [communitycare@kirinari.com.au](mailto:communitycare@kirinari.com.au)

**[kirinari.com.au](http://kirinari.com.au)**

**kirinari**