

Introduction

Australian Quality Care is registered and accredited as a Level 1, 2 and 3 Facility by the Department of Communities under The Residential Services (Accreditation) Act 2002. We have been offering the highest standard of supported living for over 35 years and we are one of the industry leaders in Queensland. Australian Quality Care is a privately owned company which operates and manages one of the largest Residential Services in South-East Queensland. We are not a government-funded care facility, nor do we receive any Government funding to assist in the costs to operate our Supported Accommodation facilities. Our fees reflect the level of support and services provided.

Level 1 - Accommodation **Level 2** - Food Service **Level 3** - Personal Care Service (optional extras).

Base Rent covering Accommodation and Food Services

- \$820.00 Per Fortnight (prices for larger and ensuited rooms upon application)

Accommodation Inclusions (Accreditation Level 1)

- Furnished room (bed, mattress, pillow, linen (1 set per week), blanket, wardrobe, window coverings, smart TV)
- Wi-Fi and Phone Service
- Communal area cleaning
- Sweep and mop bedroom floors (once per week). Fees will apply if staff assistance is required for extra cleaning. Residents are expected to keep their own room/area clean and tidy
- One linen change per week
- Water, gas, electricity (high powered items require written consent from management. Additional fees may apply, to cover additional expenses).

Food Service Inclusions (Accreditation Level 2)

Here at Australian Quality Care, food safety management and hygiene are top priorities. Our staff are highly trained in making sure that residents are provided with food that is adequate in quality, quantity, variety, and nutritional value to meet each person's daily food requirements. All meals are carefully prepared by qualified chefs for Breakfast, Morning Tea, Lunch, Afternoon Tea, and Dinner.

*Food Service Inclusions are provided by our associates Skymac.

Personal Care Services (Accreditation Level 3) – additional cost, if required

Our aim is to make all our residents feel as comfortable as possible by offering choice and control when it comes to creating their perfect home. As an approved Level 3 Service Provider, for an additional cost, we are able to offer additional Personal Care Services* such as assistance with medications, laundry, extra linen above one set per week, extra assistance with daily tasks, assistance with incontinence aids, showering, shaving, oral hygiene, dressing, meals, staff assistance to help clean/organise resident's bedroom over and above the once per week basic cleaning, staff assisting with transport, social outings, appointments, administration support or any other staff assistance above the board and lodging provisions.

Some of these services can be covered under the NDIS depending on the individual's plan.

Our fees are guided by and set according to the prices outlined in the latest version of the National Disability Insurance Agency's Pricing Arrangements and Price Limits 2023-2024. To access the most current NDIS Price Guide and Support catalogue, please click on the following link:

<https://www.ndis.gov.au/providers/pricing-arrangements> and scroll down until you find NDIS **Support Catalogue 2023-24 (XLSX)** and click on it.

Hourly Rate	ASSISTANCE WITH PERSONAL CARE
Weekday Daytime	\$65.47
Weekday Evening	\$72.13
Weekday Night	\$73.46
Saturday	\$92.12
Sunday	\$118.78
Public Holiday	\$145.44

Notes:

Minimum shift charges may apply, as well as minimum hours of support for certain services which will be specified in your schedule of supports.

Prices are generally calculated at an hourly rate.

Price varies based on time of day and day of week.

- Weekdays are defined as Monday – Friday 6:00am – 8:00pm.
- Weekday Evening is defined as Monday – Friday 8:00pm – 12:00am.
- Weekday Night is defined as Monday - Friday commencing at or before midnight and finishing after midnight, or support commencing before 6:00am. An exception to this general rule occurs when a particular support crosses a shift boundary, and the same worker delivers the entire support.
- In this case, the higher of the relevant price limits applies to the entire support.
- Saturdays, Sundays, and Public Holidays there is only one hourly rate for services from 6.00am-12.00am.

Outlays and Incidentals

These fees relate to specialist work and costs incurred that may involve external parties and repairs.

SERVICE TYPE	CO-PAYMENT
Lost Registered Key Replacement	\$40.00
Replacement cost to smoke detector due to smoking in room	\$200.00
Repairs to room due to resident damage	At cost, subject to damage – internal and external costs

Additional Notes:

Australian Quality Care Pty Ltd tries to source all available free or minimal cost support services for residents where possible. Eligible residents being supported by external organisations may or may not be charged for their service, however, some residents still require ongoing support outside the times these services can be delivered, therefore the above rates will apply. Residents/ participants using external providers, for support services will be responsible for their own chemicals and equipment. All chemicals are to be septic friendly and must be approved by Australian Quality Care prior to using them. Residents/participants utilising the services of external providers must ensure they receive the Australian Quality Care Policy Handbook and provide Australian Quality Care with a signed copy confirming they have read and understand their responsibilities prior to the delivery of services. Any non-compliance by external providers, may result in either restricted access or no access to the property for health and safety reasons.