

## **What our hourly rate includes**

Our hourly rate covers the time our support staff spend with you, helping with things like daily activities, personal care, and getting out into the community, all based on your individual care plan.

The rate includes staff wages, training, insurance, and general administration.

Some costs aren't included in the hourly rate, such as transport (kilometres travelled), activity or entry fees, meals, or other out-of-pocket expenses while we're supporting you. We'll always talk these through with you beforehand so there are no surprises.

Higher rates may apply for evenings, weekends, public holidays, or if specialised support is needed.

We believe in being open and clear about pricing, and we're always happy to answer any questions.