

Optional Support Services and Charges

Important Notice: This document outlines optional services, incidental charges and other non-rent fees that may apply during residency. Accommodation rent, room inclusions and food services are not contained within this document. These are governed separately by the Resident's Rooming Accommodation Agreement (Form R18), Accommodation Schedule and the Residential Tenancies and Rooming Accommodation Act 2008 (Qld).

Personal Care Services (Accreditation Level 3)

As an accredited Level 3 Residential Service, together with our associated Registered NDIS Provider, Australian Quality Care, Skymac is able to facilitate a range of optional personal care and support services where requested, agreed and appropriately funded.

Medication assistance is an optional Level 3 service and is not included within accommodation rent or standard accommodation services.

Where a resident is an NDIS participant, many of these services may be funded through their approved NDIS Plan. Residents retain choice and control regarding the provider of funded supports, subject to operational requirements and service agreements.

Our fees are guided by the current NDIA Pricing Arrangements and Pricing Schedule. Current pricing information is available from: <https://www.ndis.gov.au/providers/pricing-arrangements>

Variation of Fees and Charges

Fees and charges listed in this document are separate from accommodation rent and may be introduced, amended, increased or removed from time to time. This document does not vary or amend accommodation rent payable under a Rooming Accommodation Agreement. Continued use of an optional service constitutes acceptance of the applicable fee.

Hourly Rate	Assistance with Personal Care
Weekday Daytime	\$73.58
Weekday Evening	\$81.07
Weekday Night	\$82.57
Saturday	\$103.54
Sunday	\$133.50
Public Holiday	\$163.46

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 and based on the time of day or 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.

Additional Notes:

Skymac 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 Skymac prior to using them. Residents/participants utilising the services of external providers must ensure they receive the Skymac Policy Handbook and provide Skymac 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.

Overdue Accounts, Administrative Costs & Recovery

Where non-rent fees remain unpaid after the due date, Skymac reserves the right to recover reasonable administrative and recovery costs associated with managing overdue accounts. These costs apply only to non-rent fees and never to accommodation rent. Optional services may be suspended until accounts are brought current.

Outlays and Incidentals

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

Service Type	Fee
Lost Registered Key Replacement	\$40.00
Lockout Service Charge – Out of Hours. A fee charged when a resident locks themselves out and requires assistance to re-enter their room	As per rates for Personal Care Services

Portable Air Conditioner Fees In an effort to maintain a comfortable living environment for all residents and to manage the energy consumption within our community, a daily fee of \$7.50 is applied for the installation and operation of portable air conditioners. This fee helps to offset the additional energy costs associated with the use of these units and supports our commitment to sustainable living practices. Why is there a fee? Energy Efficiency: Portable air conditioners can significantly increase electricity usage. The fee helps to encourage energy-efficient practices and covers the higher operational costs. • Fair Usage: Not all residents may choose to use portable air conditioners. This fee ensures that only those who opt for this additional comfort bear the related costs. • Maintenance of Infrastructure: Increased energy demand can strain our electrical infrastructure. The fee contributes to the upkeep and potential upgrades needed to support this demand.	\$7.50 per day
Smoke Detector Replacement cost due to smoking in room	\$200.00
Repairs to room due to resident damage	At cost, subject to damage – internal and external costs

Financial Hardship Rebate

Financially disadvantaged clients may apply and may receive a rebate of some of the fees charged. If granted, these rebates are shown in the Rental statement with the narration 'Rebate of Fees Granted'.

Special Fees

These fees apply for additional services that are not included in our standard administration. An hourly charge applies for this additional work.

Outlays

In some cases, there are costs payable for the work provided. Changes for out-of-pocket expenses like postages, telephone calls, faxes, photocopying for example, are also payable.

Medication Assistance and Blood Glucose Monitoring

Medication assistance and blood glucose monitoring are optional personal care services that require appropriately trained staff, safe systems, documentation and compliance with applicable policies and regulatory requirements. These services involve responsibilities beyond simply handing a resident medication, including following authorised instructions, maintaining appropriate records and escalating identified concerns in accordance with the resident's support arrangements. Where Skymac or Australian Quality Care is engaged to provide these services, the applicable agreed service rate will apply.

The exact scope, frequency and funding arrangements for these services will be determined individually and, where applicable, documented in the resident's schedule of supports or service agreement.