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Guardian Network Victoria and Tasmania

Service fees – effective 1 July 23 to 30 June 24

All rates are a minimum of one (1) hour per service.

Please note that from 1st July 2023 any new intake/requests for service will be a two hour minimum service for new Clients. Clients who were existing prior to 1st July 2023 will be a one hour minimum service.

Our Personal Care and other services rates may vary based on the time of day, day of the week, services required and/or public holidays. Please discuss your requirements for one hour services with your Guardian Network Program Manager or Director.

Cancellations - 24-hour notice is required for all cancellations, a charge at full cost for the cancelled service will apply to all service cancelled within a 24-hour period.

Public Holidays - The statutory public holidays are determined and governed by the Business Victoria website at the following link:

Victoria: www.business.vic.gov.au/victorian-public-holidays-and-daylight-saving/victorian-public-holidays

Tasmania: http://worksafe.tas.gov.au/laws/public_holidays/public_holidays

GST – All fees are exclusive of GST.

| Guardian Office Hours | |
|-----------------------|--------------------|
| Monday to Friday | 7.00 am to 7.00 pm |
| Saturday and Sunday | 7.30 am to 4.00 pm |
| Public Holidays | 7.30 am to 4.00 pm |

| Personal Care – Assistance with showering, dressing, mobility, escorted shopping, in-home respite care | | | | |
|--|----------|----------|----------|-----------------|
| Price per Hour | Weekdays | Saturday | Sunday | Public Holidays |
| 6.00 am – 8.00 pm | \$75.00 | \$99.00 | \$123.00 | \$146.00 |
| 8.00 pm – 6.00 am | \$86.00 | \$114.00 | \$141.00 | \$168.00 |
| Domestic Assistance – Light housekeeping, meal preparation, laundry | | | | |
| Price per Hour | Weekdays | Saturday | Sunday | Public Holidays |
| 6.00 am – 8.00 pm | \$75.00 | \$99.00 | \$123.00 | \$146.00 |
| 8.00 pm – 6.00 am | \$86.00 | \$114.00 | \$141.00 | \$168.00 |
| Over Night Inactive – Overnight services include assisting the client in and out of bed. The Support worker will rest when the client is resting - 12 Hours Sleepover (4 hours active) | | | | |

Note: - Guardian Network reserves the right to review pricing in line with any Wage Awards or EBA increase.

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|--|----------|----------|-----------|-----------------|
| Over Night Inactive | Weekdays | Saturday | Sunday | Public Holidays |
| Price per Shift | \$481.00 | \$601.00 | \$721.00 | \$962.00 |
| | | | | |
| 24 Hours Inactive | Weekdays | Saturday | Sunday | Public Holidays |
| Price per Shift | \$681.00 | \$851.00 | \$1022.00 | \$1363.00 |
| Gardening & Maintenance - | | | | |
| Gardening & Maintenance | Weekdays | Saturday | Sunday | Public Holidays |
| Price per Hour | \$99.00 | \$123.00 | \$148.00 | \$197.00 |
| Nursing Care - Assistance with nursing services | | | | |
| Price per Hour | Weekdays | Saturday | Sunday | Public Holidays |
| 6.00 am - 8.00 pm | \$141.00 | \$176.00 | \$211.00 | \$281.00 |
| 8.00 pm - 6.00 am | \$162.00 | \$202.00 | \$242.00 | \$323.00 |

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|---------------------|---|----------------------|
| Sleep Over - Active | Overnight services include assisting the client in and out of bed. The Support worker is active overnight. | Price on Application |
| Transport- | The Support worker uses their car to transport a client to medical appointments, shopping or social activities. | \$1.60 per KM |

Quality of Service

Guardian Network is committed to providing you with the highest standard of quality. We greatly appreciate your feedback as this helps us to improve our services. All concerns and complaints are treated in confidence and any positive feedback is also appreciated.

If you have any concerns, complaints, or compliments regarding the quality of care and services you receive, please contact your Guardian Network Program Manager who will investigate and work with you to find a suitable solution.

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