SERENOME PRIVATE CARE SERVICES

Schedule A: Private Home Care – Service & Pricing Guide

Private Service Fees Sydney, Australia, North Shore, Northern Beaches & Eastern Suburbs				
Private Care services **Rates are per hour**	**Monday - Friday**	**Saturday**	**Sunday**	**Public holidays**
Independence & Personal Support	$85	$125	$155	$200
Everyday Living Assistance	$85	$125	$155	$200
Companionship & Social Support	$85	$125	$155	$200
In-Home Respite Care	$85	$125	$155	$200
***Sleepovers - 10pm-6am**	$250	$350	$350	$450

Transport Rates per KM:
$2/KM

Service Information:

Independence & Personal Support

- Assistance with showering, dressing and personal hygiene
- Assistance with daily routines and mobility
- Medication reminders and prompting
- General wellbeing support

Everyday Living Assistance

- Light housekeeping and domestic assistance
- Meal preparation
- Grocery shopping and errands
- Assistance with everyday household tasks

Companionship & Social Support

- Social visits and companionship
- Accompaniment to appointments and community activities
- Assistance with shopping and outings
- Support with maintaining social connections

In-Home Respite Care

- Short-term support while a family member or regular carer takes a break
- Companionship and assistance with daily living
- Flexible scheduled care according to individual needs

Sleepover Care

- Overnight support provided in the comfort of the client's own home
- Caregiver stays overnight and sleeps on-site while remaining available to provide assistance when required
- Assistance with toileting, mobility and personal care during the night
- Support with bedtime and morning routines, including dressing and personal hygiene

Minimum booking: 2 hours per service.

Additional Information:

Service availability: Services are subject to staff availability, suitability assessments and the agreed service arrangements.

Minimum service duration: A minimum booking of two hours applies to each visit.

Individual care needs: Services requiring specialised clinical skills, complex support or additional staffing may require a separate assessment and quotation.

Cancellation and changes: Cancellation conditions and any applicable fees will be explained in the service agreement.

Price changes: Clients will receive at least 28 days' written notice of changes to the published hourly rates.

Overnight Care and After-Hours Services

Serenome may arrange extended-hour or overnight support, subject to staffing availability and an individual assessment.

After-hours care, active overnight care and sleepover arrangements are quoted separately before booking.

*Sleepover

A sleepover service is a fixed base rate that involves a carer remaining at the client's home overnight, with agreed arrangements for rest periods and assistance. The service includes **1 hour** of total active non-scheduled work throughout the night; this may be used at different times during the night.

If the Caregiver provides services for more than 1 hour, the sleepover will revert to the **appropriate hourly rate.** An additional total of **4 hours** of care services **must be booked** immediately before and/or after the sleepover hours

(This is not included in the fee quoted)

Transport and Travel

Transport Fee: $2.00 per kilometre

- Transport assistance is available for medical appointments, shopping, social outings and other agreed activities.
- Transport fees are charged in addition to the applicable hourly care service rate.
- Charges are calculated based on the actual kilometres travelled while transporting or accompanying the client, including return journeys where applicable.
- Parking fees and tolls may incur additional charges, subject to prior agreement with the client.
- All transport fees will be clearly itemised on the client's invoice.
- Transport services are subject to caregiver availability, vehicle suitability and appropriate insurance coverage.

All prices include GST where applicable.

Personalised Care Planning and Service Coordination

Serenome can assist clients and their families with arranging and coordinating suitable home care services.

Depending on individual needs, this may include:

- Free consultation and assessment of support requirements
- Development of an individualised support plan
- Scheduling and coordinating support workers
- Reviewing care preferences and service arrangements
- Communication with family members or nominated representatives
- Assistance with arranging additional services where appropriate

We will explain and agree on any separately chargeable care planning or coordination services in advance.

Private Funding and Payment Arrangements

Privately funded care

All services in this guide are privately funded. Clients are responsible for paying the agreed service fees directly.

These services are not provided or claimed through the Australian Government's Support at Home program.

Invoicing

Clients will receive itemised invoices showing the services delivered, hours worked, and any agreed additional charges.

Cancellation and Rescheduling Policy

Less than 24 hours' notice from scheduled service:

The full fee for the scheduled service will be charged if the client cancels with less than 24 hours' notice, where this is reasonable and reflects Serenome's unavoidable staffing, scheduling and other cancellation-related costs, after accounting for any costs saved.

Cancellation by Serenome: No cancellation fee will apply where Serenome cancels a scheduled service.

Cancellation requests should be made by contacting Serenome via phone or email.

Any applicable cancellation charges will be clearly outlined in the client's service agreement and comply with Australian Consumer Law.

GST

All prices listed are in Australian dollars and include GST where applicable.

Certain eligible personal care services may be GST-free under Australian taxation legislation.

Other services may attract 10% GST. No additional GST will be added to the published prices.

Non-government funded home care | Australian Taxation Office

Our Services

Serenome's proposed private home care services include:

- Domestic assistance and light housekeeping
- Meal preparation
- Personal care and hygiene assistance
- Companionship and social support
- In-home respite
- Hospital-to-home assistance
- Shopping and transport assistance
- Medication reminders and prompting
- Overnight care, subject to assessment and availability

Service Scope and Limitations

Serenome provides non-clinical home care services tailored to each client's individual needs and preferences.

Services requiring clinical nursing care, specialist palliative care or continuous 24-hour staffing are not currently part of Serenome's standard service offerings.

Where additional or specialised care is required, Serenome may assist clients and their families in identifying appropriate healthcare professionals or specialist service providers.

For any enquiries,

Contact Serenome today:

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Serenome.com.au

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