

Introduction

Skymac is Accredited as a Level 1, 2 and 3 Facility by the Department of Housing 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. Skymac is a privately owned company which operates and manages one of the largest Residential Services in South-East Queensland. We are not a government operated care facility, nor do we receive any Government funding to assist in the high costs to operate our Supported Accommodation facilities. Our rent reflects the right to occupy the accommodation and, where applicable, the provision of a standard Level 2 food service. Additional services are optional and charged separately. References to '**fees**', '**charges**', or '**service charges**' in this document refer to non-rent items only.

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

Personal Care Services (Accreditation Level 3) – Optional, Non-Rent Services

Medication assistance is an optional Level 3 service and is not included in rent or standard Level 2 services. These services **are not included** in rent and are provided only where requested, agreed, and funded. 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, Blood Glucose Level Monitoring, personal 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 2024-2025. 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 2025-26 (XLSX)** and click on it.

*Personal Care Services are provided by our associates Australian Quality Care.

Variation of Fees and Charges

Fees and charges listed in this document are separate from rent and may be introduced, amended, increased, or removed by the provider from time to time. Fees and charges are not subject to rent increase provisions under the Residential Tenancies and Rooming Accommodation Act. Continued use of an optional service constitutes acceptance of the applicable fee.

Hourly Rate	Assistance with Personal Care
Weekday Daytime	\$70.23
Weekday Evening	\$77.38
Weekday Night	\$78.81
Saturday	\$98.83
Sunday	\$127.43
Public Holiday	\$156.03

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

Fees and charges are payable in accordance with agreed terms. Where fees and charges remain unpaid after the due date, the organisation reserves the right to apply reasonable administrative and recovery costs associated with managing the overdue account.

This may include, but is not limited to:

- additional administration time
- follow-up correspondence
- liaison with nominees, guardians, or financial managers

- external recovery or accounting costs (where applicable)

Administrative and recovery costs apply to **non-rent fees and charges only** and do not apply to rent.

Where an account remains unpaid, optional services may be suspended or withdrawn until the account is brought up to date.

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.	\$7.50 per day
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. <ul style="list-style-type: none"> • 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. 	
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.

Understanding the reasons for a Service Fee to assist someone with their medications and Blood Glucose Monitoring

The provision of daily medication assistance in a supported accommodation facility involves a range of responsibilities that ensure the well-being and safety of the residents. To cover the costs associated with delivering this essential service, a service charge is justified. This justification statement outlines the various responsibilities involved in assisting individuals with their daily medication and highlights the reasons behind the service charge.

1. Trained and Qualified Staff

The administration of medication requires skilled and trained staff members who possess knowledge of medical protocols, dosage calculations, potential side effects, and interactions with other medications. The supported accommodation facility must employ trained staff, to ensure accurate and safe medication administration. The service charge covers the cost of employing these trained individuals who are responsible for the residents' medication needs.

2. Medication Management Systems

Maintaining an efficient medication management system is crucial to avoid medication errors, ensure compliance with prescriptions, and prevent adverse reactions. This includes activities such as medication storage, inventory management, medication reconciliation, and maintaining accurate medication records. The service charge contributes to the implementation and maintenance of robust medication management systems within the supported accommodation facility.

3. Medication Administration

Assisting residents with their daily medication involves more than simply handing out pills. It includes ensuring that the correct medication is administered at the appropriate time, following the prescribed dosage, and monitoring for any adverse effects. This responsibility requires staff members to closely observe residents, identify any changes in their health condition, and promptly report concerns to healthcare professionals. The service charge reflects the level of care and attention provided by staff members during the medication administration process.

4. Safety Measures

Medication administration must adhere to strict safety measures to prevent errors, such as double-checking medication orders, verifying resident identity, and using proper techniques for administration (e.g., oral, topical, injectable). Additionally, staff members must be prepared to handle emergency situations, such as allergic reactions or medication overdoses. The service charge contributes to the ongoing training and resources required to maintain a safe environment for medication administration.

5. Regulatory Compliance

Supported accommodation facilities are subject to various regulations and standards related to medication management and administration, ensuring resident safety and well-being. These regulations may include documentation requirements, staff qualifications, quality assurance processes, and compliance with privacy and confidentiality laws. The service charge supports the facility's compliance efforts and the resources required to meet regulatory standards.

6. Enhanced Quality of Life

Assisting residents with their daily medication plays a vital role in promoting their overall health and well-being. By ensuring medication adherence, potential health complications can be minimised, leading to improved quality of life and reduced hospitalisations. The service charge enables the supported accommodation facility to provide this essential service, contributing to residents' overall health and long-term care needs.

The service charge for assisting individuals with their daily medication in a supported accommodation facility is justified due to the extensive responsibilities associated with this service. It covers the cost of trained staff, medication management systems, medication administration, safety measures, regulatory compliance, and contributes to enhancing residents' quality of life. By recognising the comprehensive nature of medication assistance, the service charge enables the facility to provide a high standard of care and support to its residents.

Note: Optional services are separate from accommodation rent and are not a condition of occupancy.