

# SERVICES SCHEDULE

by Azure Specialists Home Care Services

Last Updated: August 2025



SERVICES	Mon-Fri 6am-8pm	Saturday 6am-8pm	Sunday 6am-8pm	Public Holiday
Personal Care	\$86.00	\$125.00	\$145.50	\$172.00
Cleaning & Domestic Assistance	\$86.00	\$125.00	\$145.50	\$172.00
Shopping Assistance	\$86.00	\$125.00	\$145.50	\$172.00
In-Home Respite	\$86.00	\$125.00	\$145.50	\$172.00
Transport Assistance	\$86.00	\$125.00	\$145.50	\$172.00
Enrolled Nurse	\$110.00	\$159.50	\$185.75	\$220.00
Registered Nurse	\$136.00	\$197.00	\$229.50	\$272.00
Service Coordination ( Private Client only)	\$126.00	-	-	-

Note: All services rates are charged on an hourly basis. Please be advised that the fee schedule is effective and accurate as of August 01, 2025 and may be updated at any time.

## Travel Costs

- If a Support Worker uses their own vehicle for transport, a travel fee of \$1.30 per kilometre will apply (previously \$1.20 per kilometre). This is calculated based on the distance from the client's home to the destination.
- The total kilometers for the trip, including both to and from the destination, will be counted as a single distance.

## Cancellation Policy

- Standard Cancellations: Clients are required to provide at least 12 hours' notice for the cancellation of any scheduled service.
- Late Cancellations: Cancellations made with less than 12 hours' notice may incur a cancellation fee.
- Emergency Cancellations: In the event of an emergency (e.g., hospitalization or sudden illness), the cancellation fee may be waived at the discretion of the Care Manager.

## Overnight Respite Care

- Overnight respite care is available. Fees vary depending on whether the service is classified as active or inactive overnight care. Please contact the Azure team to discuss applicable rates.

## Handling Fees for Invoices and Reimbursement

- External Vendor Fee: A 10% fee applies to the total cost of any services or consumable items that we arrange and purchase on your behalf from external suppliers (outside Azure SHCS). The fee is capped at a maximum of \$150, so you will not be charged more than this amount regardless of the purchase value.
- Customer Reimbursement Fee: A 5% fee applies to any approved reimbursement when you purchase an item or service yourself – for example, equipment that has been pre-approved by us – and we process a refund to you. The fee is capped at \$100, so you won't be charged more than this amount.