

OUR PRICE LIST

Our services

The following prices are accurate at time of publication and for the most up-to-date version, please refer to the Access Plus website. These prices apply to all customers; fee-for-service, NDIS plan-holders, and private individuals/groups.

	Standard hourly rate	Saturday and after hours rate	Sunday and P/H rate
Sign Guides	\$90	\$135	\$180
Auslan Interpreting	\$129.15		
Auslan for Families	\$219.73		
Support Coordination	\$100.14		
NDIS Travel per KM	\$1.00		

Generally our bookings are charged for a **minimum of two hours**. Any additional time over the standard two hours is typically charged in **30 minute blocks**. Our team will discuss with you what charges your booking or request will involve including additional time if over two hours, a need for a tandem or additional staff, or how the booking has been tailored to your requirements.

What our rates mean

All of our service bookings are charged/claimed for a minimum of two hours. This ensures our staff are given enough time within this window to perform the high quality service you expect of us. The table above references the minimum charge for a booking occurring within standard hours. The minimum charge for bookings outside of these hours is two hours of whichever rate applies. Our **standard hours** are from 8am to 6pm, Monday to Friday. The **after hours** rate applies between 6pm and 8am, Monday to Friday, and throughout Saturday. The after hours rate is equal to one and half times the standard rate. The Sunday and public holiday rate applies throughout Sunday and public holidays. This rate is equal to two times the standard rate.

Tailored quotes and additional fees

Where appropriate, our team will discuss with you if there may be any additional costs associated with a service you have requested or would like to book. These may include, but are not limited to, travel, preparation time, and breaks.

Fee-for-service cancellation fees

To ensure all of our customers can access our services, we request all customers to advise of an intent to cancel a booking as soon as possible. The following cancellation windows apply to fee-for-service customers, such as organisations, private individuals, groups and departments, and others who are paying for the booking privately:

- 100% of the value of the booking when a cancellation is made within 24 hours of the booking start time
- 50% of the value of the booking when a cancellation is made within 48 to 24 hours of the booking start time
- No cancellation fee when a cancellation is made with at least 48 hours notice before the intended booking start time

The time windows above are counted over business days. Weekends are not counted as business days and the standard hours from the page previous apply.

NDIS-plan holder cancellation fees

To ensure all of our customers can access our services, we request all customers to advise of an intent to cancel a booking as soon as possible. The following cancellation windows apply to customers who hold an NDIS plan and are using said plan to fund the intended booking. The cancellation fee for bookings funded under an individual's NDIS plan is equal to 100% of the value of the booking in question and applies when:

- A booking is cancelled after close-of-business the day prior to the booking
- A booking is cancelled without notice or warning

Close-of-business is 5pm on any standard weekday, Monday to Friday. For any booking on an upcoming day, cancellations for these bookings must be made before 5pm the day before to avoid a cancellation fee.