



All prices exclude GST (GST may apply to private and brokered services)  
Please note: this information is valid from 1 November 2025; all prices are subject to change  
**Reliable Hands Community Care Services Pty Ltd (prev. Helping Hands Community Care Services Pty Ltd)**  
**ABN 66 602 115 597**

**Other fees and charges**

- A Full cancellation fee will be charged if the service is cancelled with less than 12 hours' notice, or if the customer is not at home at the time of the scheduled service, or the worker is turned away (excluding Wellness and Exercise Groups).
- Social Support Customers are responsible for entry fees, entertainment costs, meals, transport, parking fees, volunteer expenses, etc.
- If you choose to use a provider not on the Reliable Hands approved provider list, a \$150.00 fee will be charged to cover administration costs.
- When using your own provider, the provider's invoice fee for this service will be included in your Reliable Hands statement.
- Exit fees, Agency External Provider Fees, Brokered External Fees are all \$0.00

**For Further information Please call 1300 685 206 or visit [www.reliablehandscs.com.au](http://www.reliablehandscs.com.au)**

