

What is a handling fee and when is it charged?



Need help?
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1. What is a handling fee?

A handling fee is charged to offset our quality controls and administrative costs associated with reimbursements, one-off purchases and paid care for someone who is outside our network of preferred providers. For example processing invoices, confirming that businesses have a COVID safety plan, and ensuring all care workers have been vaccinated.

Unlike other care management organisations, Care Connect does not charge a set fee, set-up or onboarding fee, instead just this modest percentage for handling.

2. When is the handling fee charged?

A handling fee is only charged on:

- (1) reimbursements for products purchased in relation to your care;
- (2) one-off purchases made by us on your behalf and;
- (3) paid care from someone outside of our network of preferred providers.

Please refer to the diagram to help understand that the handling fee is ONLY applied on specific components of the 71% service allocation of your package.



3. Is the handling fee capped for higher-cost items?

This handling fee is capped at \$120 for all one-off purchases and reimbursements over \$1000.