

# 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 administrative costs associated with reimbursements and one-off purchases. This includes the processing of invoices.

Unlike other providers, Care Connect does not charge a set 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; and
- (2) one-off purchases made by us on your behalf.

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.

## 4. Is the handling fee charged as a separate fee?

The handling fee is not charged separately. It is delivered as part of an all-inclusive service price to clients, in line with Government guidance.