



Rainbow Care

YOUR FAMILY IS OUR FAMILY

FAQ

Rainbow Support Services

Our Mission & the focus of our existence

Provide and promote inclusive access to home care services with a friendly and human rights-based approach focusing on embracing people identity, strengths, and desire to remain living an independent and meaningful lifestyle.

Will I have the same worker each time?

We find it imperative to build a small team of regular support workers who are familiar with your needs and preferences, so that we can seamlessly cover shifts when staff are away with someone you know and are comfortable with to ensure continuity of supports. We will work with you to find the right worker match and balance for you.

What can't my support worker do?

While support workers offer an extensive range of assistance, there are certain tasks and responsibilities that typically fall outside their scope. These include medical procedures, professional therapies or trades, legal or financial advice, household repairs or making decisions on your behalf.

What if I need to cancel a shift? Will there be a fee?

If you make a short notice cancellation (less than 48 hours before the start of the shift), Rainbow Care home Services will charge 100% of the agreed price for the cancelled shift.

For other cancellations where you provide notice of cancellation more than 48 hours before the start of shift, Rainbow Care will not charge a cancellation fee.

Support Services

How much does it cost?

- We charge rates reflected in the NDIS Pricing Arrangement.
- Monday to Friday daytime shifts are charged at \$67.56 per hour. We charge \$1.15 per kilometre travelled when on shift.

What areas do you service?

- We provide services in the Moreton Bay Region & Sunshine Coast

How to access Supports

To access our services, you can start by getting in touch with us through our

- contact form online,
- by giving us a call on 07 3110 1633 or
- send us an email at support@rainbowcarehomeservices.com.au

