

Fair Pricing Pack

July 2018



hireup

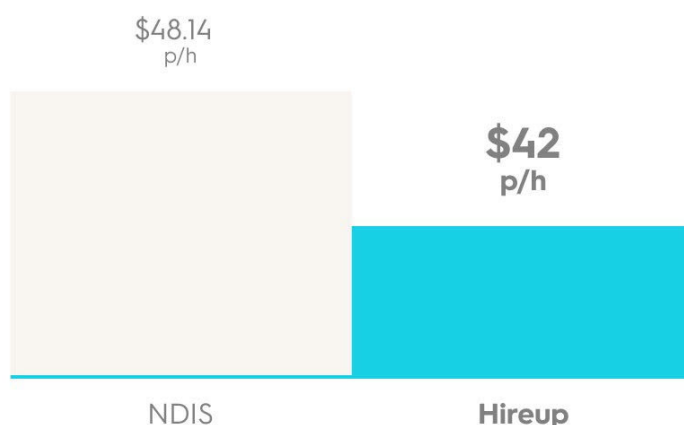
Hireup's pricing makes sense for everyone. Our users pay less, our workers earn more and our rates come in under the NDIS.

We give people access to affordable support without compromising support worker wages. That is our commitment to providing a fair and accessible service.

The Hireup model is pretty simple. As a national online platform, we are designed to work at scale, meaning the cost of things like insurance premiums and our administrative services are kept low for the individual.

As the legal employer of our support workers, we pay industry-leading wages that include casual and penalty loading. We passionately believe that paying support workers properly means you get high quality support from people who are happy and love their work. Our contractor-free model also means we take care of superannuation and tax contributions so our users don't have to.

Hireup is compatible with all forms of funding, including the NDIS, and comes in under the NDIS hourly rate, saving our users thousands and affording them many more hours of support.



*Minimum starting cost

Hireup Rates

		Cost to person seeking support	Total pay rate (inc. super)	Gross pay rate (before tax)	Details
Weekday		\$42.00	\$31.55	\$28.81	Any shift from 6am to 8pm, Mon-Fri
Evening		\$45.93	\$34.66	\$31.65	Any shift from 8pm to 12am, Mon-Fri
Night		\$46.73	\$35.28	\$32.22	Any shift from 12am to 6am, Mon-Fri
Sleepover	Weekday	\$112.65	\$87.25	\$79.68	Flat rate for a week night sleepover
	Saturday	\$122.89	\$89.73	\$81.95	Flat rate for a Saturday sleepover
	Sunday	\$133.13	\$102.16	\$93.30	Flat rate for a Sunday sleepover
	Public holiday	\$153.61	\$120.82	\$110.34	Flat rate for a public holiday sleepover
Saturday		\$55.09	\$37.76	\$34.49	Any time
Sunday		\$70.50	\$50.19	\$45.84	Any time
Public holiday		\$90.55	\$68.85	\$62.88	Any time

Details:

(a) All rates shown are hourly, except for a sleepover shift, which is a flat rate.

(b) Weekday means any shift from 6am to 8pm, Monday to Friday.

(c) Evening means any shift from 8pm to 12am, Monday to Friday. (Please note: Any weekday shift ending after 8pm will be charged at the evening rate for the whole shift in accordance with the SCHADS industry award.)

(d) Night means any shift from 12am to 6am, Monday to Friday. (Please note: Any weekday or evening shift ending after 12am or starting before 6am will be charged at the night rate for the whole in accordance with the SCHADS industry award.)

(e) A sleepover shift is a booking of 8 hours where there is *no expectation* of being woken, but does include up to 1 hour of assistance where required (during the night). Additional support can be rostered before and/or after the sleepover and is paid at the relevant rate.

(f) A public holiday shift means any time worked between midnight on the night prior to the public holiday and midnight of the public holiday.

(g) GST: Hireup rates (cost to person seeking support) are shown exclusive of GST. In most cases, Hireup services are GST exempt, however some limited exceptions may apply. To find out more, please see our GST policy or contact us directly.

Understanding our rates

\$42.00
standard rate

Our pricing breakdown

The Hireup standard rate is **\$42.00**.

\$31.55 (incl. superannuation) is paid to the Hireup support worker directly. The rest covers:

- Worker taxes
- Payroll and invoicing
- Comprehensive insurance cover for every shift booked and paid for on Hireup
- Hireup's online platform and Community Support team

We follow the SCHADS industry award

Hireup rates follow the Social Community Home Care and Disability Services (SCHADS) industry award. They include casual and penalty loading and increase according to evening, weekend and public holiday shift times. The Hireup standard rate is aligned with level 3.2 of the award and is sufficient for all types of support.



Understanding our rates (cont.)

Paying for Hireup as an NDIS participant

Since launching in 2015, Hireup has saved its users over \$7.4m, which is more than 176,000 extra hours of support.

Hireup rates are at least \$6 less than the NDIS set hourly rate. The NDIS allocates from \$48.14 per hour for the kind of support Hireup can provide, depending on what state you live in. This cost saving means Hireup users can save thousands of dollars every year, affording them hundreds more hours of support.

If you receive NDIS funding, your package will be one of the following: NDIA-managed, plan-managed or self-managed. The way you pay for the support you receive through Hireup will depend on how your funding package is managed. At this stage, Hireup is only available for NDIA-managed participants who live in NSW, VIC, QLD, TAS, and the ACT. We are working on NDIS registration in the remaining states but until then, all Hireup NDIS participants outside NSW, VIC, QLD, TAS and the ACT must be plan-managed or self-managed.



\$7.4m
saved

176,000
extra
hours of
support

If you are **NDIA-managed**, your funding is managed by the National Disability Insurance Agency (also known as the NDIA).

Hireup is currently only available to NDIA-managed clients in NSW, VIC, QLD, TAS and the ACT. Our registration in other states is pending.

If you are **plan-managed**, your funding is managed a plan manager (i.e. not the NDIA and not yourself). Anyone who is plan managed can use Hireup, no matter where you live.

If you are **self-managed**, you are managing your funding (i.e. your funding is not managed by the NDIA or a plan manager). Anyone who is self-managed can use Hireup, no matter where you live.

Pricing FAQs for people seeking support

How do I pay for the support I receive through Hireup?

When a shift has been worked, Hireup will pay your support workers and issue you with an invoice. You can pay your invoice by credit card, direct debit or bank transfer/EFT, by assigning a third-party to pay your invoices or by making a service booking with Hireup through the NDIS MyPlace portal.

I receive funding through the NDIS, can I use Hireup?

All NDIS participants in NSW, VIC, QLD, TAS, and the ACT can use Hireup. If you are an NDIS participant and do not live in these states, your funding (in full or in part) must be plan-managed or self-managed to use Hireup.

Can I use Hireup if I don't receive NDIS funding?

Yes, Hireup is compatible with all forms of funding. For people who don't receive funding through the NDIS, this could include:

- Self-funding through disposable income;
- State-based funding (Community Participation funding); or
- Other insurance-based funding (e.g. TAC, iCare, NIIS).

How do I pay for Hireup as an NDIS participant?

When you join Hireup, we will ask you what kind of plan management you have and this will tell us how you will be paying for the support you receive through Hireup. If you are self-managed, we will send the invoice to you directly; if you are plan-managed, we will send the invoice to your plan manager for payment; and if your funding is being managed by the National Disability Insurance Agency (NDIA) we will arrange to have your invoices paid through the online NDIS MyPlace participant portal (only available in NSW, VIC, QLD, TAS and the ACT).

When do I have to pay?

Hireup invoices are sent out weekly and have a seven-day payment period.

Do I have to pay GST on the support I receive through Hireup?

Hireup rates (cost to person seeking support) are shown exclusive of GST. In most cases, Hireup services are GST exempt, however some limited exceptions may apply. To find out more, please see our GST policy or contact us directly.

Do I pay for expenses incurred by my Hireup workers during a shift?

In most instances you should cover the cost of expenses incurred during a shift unless it is reasonable that the worker pays for themselves (e.g. if they are able to bring their own food for a routine meal but choose to buy it while on a shift, they would cover this cost). For essential items like public transport or tickets to an event (where there is no companion card or a companion card is not accepted), the cost should also be covered by you. We recommend you and your support worker discuss any potential expenses that may be incurred before the shift so arrangements and boundaries can be made.

Do my Hireup workers get paid for travel time?

Hireup workers do not get paid for the time they spend traveling to or from a shift. If the worker agrees to use their own car during a shift, taking you to the shops, school or work, for example, they are entitled to claim \$0.78 per kilometre to cover the cost of fuel and wear and tear. This is in line with the SCHADS industry award.

Can I pay my Hireup workers more than the standard rate?

All Hireup workers start at our standard rate. If you would like to pay a worker more than the standard rate, please contact the Hireup team on (02) 9113 5933 or via hello@hireup.com.au.

Pricing FAQs for support workers

How do I get paid?

Hireup support workers are paid when a shift has been booked, worked and approved through our online platform. After each shift we'll ask you to confirm your hours before we send it to the person you support for final approval. When they have approved the booking, our finance team process it.

When do I get paid?

Hireup workers are paid on a fortnightly-basis for any shifts approved in the two-week period.

What information does Hireup ask for if I sign up as a support worker?

Like any other employer, we will ask you for your bank account details, superannuation fund and a Tax File Number form. This allows us to pay you and make super and tax contributions on your behalf.

If I incur expenses during a Hireup shift, what am I reimbursed for?

In most instances people seeking support should cover the cost of expenses incurred during a shift unless it is reasonable that the worker pays for themselves (by bringing or buying food for a routine meal, for example). For essential items like public transport or tickets to an event (where there is no companion card or a companion card is not accepted), the cost should be covered by the person seeking support. We recommend you and the people you support discuss any potential expenses that may be incurred before the shift so arrangements and boundaries can be set.

Will I get paid for travel time?

Hireup workers do not get paid for the time they spend traveling to and from a shift. If you have agreed to provide transport support and drive your own car during a shift, you are entitled to claim \$0.78 per kilometre to cover the cost of fuel and wear and tear. This is in line with the SCHADS industry award.
