

# **The Tidy Fairies Company Policy: Cleaning Services for NDIS, Workcover, and Aged Care Clients and Providers**

## **Policy Statement:**

Effective immediately, our company has implemented a policy to align cleaning services with the funding allocations provided through NDIS, Workcover, and Aged Care programs and providers.

## **Policy Details:**

### **1. Service Allocation:**

- The duration and scope of cleaning services provided to clients will be based on the funding allocation available in their respective plans.
- Clients will receive a cleaning session that matches the amount covered by their current funding.

### **2. Optional Top-Up:**

- If clients wish to receive a cleaning service worth more than the funding they are allocated, they have the option to pay the difference between the allocated funding and the cost of the full service.
- This applies to both new and existing clients.

### **3. Client Communication:**

- We will proactively reach out to clients and providers to gather necessary information regarding their upcoming bookings and current funding allocations to facilitate the implementation of this policy.

### **4. Client Support:**

- Our team is available to assist clients with any questions or concerns regarding this policy change and to help manage their cleaning service arrangements accordingly.

## **Effective Date:**

01/10/2024

## **Review Date:**

This policy will be reviewed annually or as required.

## **Approval:**

Directors  
The Tidy Fairies  
07/09/2024