

# SCHEDULE OF FEES

## As at January 2024

After consultation with the client, **Assistance Plus** will scope the client's requirements and provide a **free** quote detailing the **estimated** time of completion and costs associated with the project. Quotes are dependant on the complexity of the project, format of the material submitted and client's requirements.

All fees are exclusive of GST.

Service	Rate
Word Processing / Typing	\$60.00 per hour
Powerpoint Presentations	\$60.00 per hour
Desktop Publishing	\$60.00 per hour
Tender Coordination	\$60.00 per hour
Training	\$60.00 per hour
Data Solutions	\$60.00 per hour

### Urgent Requests

For extremely urgent requirements, discuss with **Assistance Plus** at the time of booking to enable us to meet desired outcome. A surcharge of 20% may apply.

### Additional Expenses

Incidental requested costs such as non standard letter postage, couriers and special supplies will be added to the final invoice.

Travelling time may be charged for onsite visits.

### Delivery

Completed work is generally delivered via email, however alternative means can be met subject to discussion at the time of booking and may incur a charge.

No charge if job is returned via email or normal post.

### File Submission

Electronic documents can be received via email or USB.

Handwritten documents can be scanned and emailed or posted to us.

Completed documents can then be emailed back to you, ready for printing, saving or edited and updated by yourself if required.

Hard copies can be posted, couriered, picked up or delivered (additional costs may apply).

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## Disclaimer

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While every effort is made to ensure accuracy before delivery, final proof-reading and checking remains the responsibility of the client. Any errors detected within the scope of the project will be corrected by **Assistance Plus**.

**Assistance Plus** is not responsible for any errors or omissions found thereafter.

However, if any additional amendments or requirements are required, these will be charged for.

## Privacy and Confidentiality Statement

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All discussions, consultations, paperwork and negotiations are kept in the strictest confidence.

Please be assured that any business or personal information provided will not be disclosed to any third party for any reason.

If you have any questions regarding this Privacy and Confidentiality Statement please contact us.

## Terms and Conditions

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1. A free quote is provided based on the information supplied by the client following the initial consultation.
2. A minimum of **1 hour** will be charged to the client for any work done.
3. All fees are **exclusive** of GST.
4. Invoices are provided with all completed work.
5. Payment is to be made by direct deposit or cheque made payable to **Assistance Plus**.
6. Payment terms are strictly 10 days from date of invoice.
7. Any dishonoured payments received will incur a charge of \$35.00 or as charged by the banking institute.
8. Incidental expenses are additional and will be itemised on the final invoice. Additional expenses could include non standard letter postage, courier services, special stationery etc.
9. No charge for e-mail delivery.
10. No charge for standard letter delivery within Australia.
11. Completed services will be delivered by email or alternative method as agreed with the client.
12. Free pick up and delivery within a 10km radius. Additional travel may be charged depending on requested instructions/requirements.
13. Travelling time may be charged for onsite visits.
14. **Assistance Plus** reserves the right to change its Terms and Conditions at any time.