

CCTS Service Information and Consumer Guide

Practical support for your home, your daily life and your community.



CCTS gardening work in progress

Explore our services, understand your choices and know what to expect before you book.

NDIS supports • Aged care enquiries

Domestic cleaning • Gardening • Community programs

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www.cctsupport.com.au

Welcome to CCTS

Start with what matters to you.

Community Care Tailored Support Pty Ltd is an Adelaide-based community services organisation. We work with people to understand their priorities and agree on practical services that fit their needs, preferences and circumstances.

This guide explains our service options and the information you should receive before making a decision. You can ask questions, compare providers and involve someone you trust. An enquiry does not commit you to a service.

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Where to ask for services

We welcome enquiries across Adelaide's northern suburbs, including Salisbury, Paralowie, Elizabeth and Gawler, and for the Barossa and Adelaide Hills. Availability depends on the service, location, suitable workers and the support required. Please confirm coverage for your address.

Information in a format that works for you

Ask for plain-language explanations, larger print, communication assistance or support to arrange an interpreter. You may include a chosen family member, supporter or independent advocate.

NDIS supports

Your goals and choices guide the conversation.

CCTS is a registered NDIS provider. We discuss the support you want, whether it is within our registration and skills, and whether we have suitable workers available. Registration does not mean every service is included in every person's plan.

Services you can ask about

Personal care and everyday routines; community participation; daily living skills; household tasks; transport; Support Coordination Levels 1 and 2; and psychosocial recovery coaching. We can also discuss support to explore living options. Availability and the agreed scope are confirmed individually.

Before supports begin

We agree on tasks, frequency, worker requirements, prices, funding arrangements, communication and review. Your service agreement explains the arrangements, and your support plan records relevant goals, preferences, risks and instructions.

Funding and service boundaries

The support must be eligible under the applicable NDIS rules and your plan. We do not guarantee funding approval. Clinical or higher-risk tasks need appropriate authority, assessment, trained workers and individual instructions before we accept them.

Your provider choice

You may ask about alternatives and use other providers. Support coordination and direct support are different roles. Where CCTS has a commercial interest in a recommendation, we will explain it and respect your choice. You do not have to purchase another CCTS service to access an agreed support.

Aged care and partnerships

Clear roles help you understand your care.

Ask us about the availability of home and community aged care support. Any service must be confirmed within CCTS's current authority, workforce capability and, where relevant, an active agreement with a registered aged care provider.

Before you agree, we confirm the responsible registered provider, any current partnership and CCTS's role. Your booking information will explain the authority and arrangements that apply to your service.

Support you can enquire about

Personal care, domestic assistance, eligible gardening or home maintenance, meal preparation, medication prompts, transport, community access and in-home respite. The assessed need, approved service list, funding, staffing and written agreement determine what can be delivered.

When a registered partner is involved

Before care starts, we identify the registered provider, CCTS's delivery role, who approves and reviews your care, who invoices you, and who responds to concerns. The registered provider remains accountable for services delivered on its behalf. Partnership details and prices are confirmed for your booking.

Your agreement and costs

Ask for your service information, care plan, full price schedule, any contribution and cancellation terms. Approved Support at Home personal care with available funding has no participant contribution from 1 October 2026. Other services may have contributions. Ask the responsible provider to explain your situation.

Safe support

Workers follow the agreed care plan and their competence. Medication prompts do not automatically include administration. Transfers, clinical tasks and additional supervision require appropriate assessment and arrangements. Tell us if your needs change.

Domestic cleaning and gardening

Agree on the priorities, time and cost before work starts.



Photos supplied by CCTS from domestic cleaning and gardening work.

Domestic cleaning \$60 per hour weekdays

No minimum booking hours. Ask about bathrooms and toilets, kitchens, dusting, vacuuming, mopping and other agreed household cleaning. CCTS brings standard cleaning equipment. Confirm any specialist products or tasks before booking.

Gardening \$60 per hour weekdays

No minimum booking hours. Ask about lawn mowing, edging, weeding, pruning within our safe scope and garden tidying. Green-waste removal costs extra and must be agreed before work. Specialist tree work, hazardous work and licensed trades are not automatically included.

Understand the total

The published weekday rate is \$60 per hour for each service. Your quote confirms worker numbers, whether the rate is per worker or a total team price, the expected time and any extras. More workers must not create an unexpected charge. Consumer prices include GST where payable. The total depends on the time and tasks agreed; it is not \$60 for an unlimited job.

Private or funded services

Tell us whether you are booking privately or asking about eligible funded support. We confirm the correct arrangement and payer before work. Your age or disability alone does not determine how a booking is classified.

Community programs

Enjoy community activities without pressure to buy care.

Our community programs provide opportunities to meet people, take part in activities and try something enjoyable. Arts and crafts is one example. Other activities may be offered as programs develop; check current announcements for what is running.

Arts and crafts sessions may include activities such as painting, crochet, embroidery, card making, puzzles or bracelet making. The advertised session information confirms the activities and materials available.

Fees and session details

The current advertised arts and crafts fee is \$10 per person per session. Other programs have their own advertised fee or may be free where stated. Confirm the date, venue, audience, accessibility, materials, booking method, cancellation terms and any extra costs before attending.

Bring your chosen support

You may ask to attend with your own support worker or carer. Confirm whether there is a companion attendance fee. Do not assume companions are free for every program. Personal care, transfers, transport, one-to-one supervision and clinical support are not automatically included in an activity fee.

Tell us what helps you participate

Discuss communication preferences, sensory needs, access, allergies or other relevant assistance before the session. We will discuss reasonable adjustments and any additional support arrangements. You can observe, pause or decline an activity.

Your choices stay yours

Joining a program does not make you a CCTS disability or aged care client. We do not use community programs, cleaning or gardening to pressure people to transfer providers. We can answer your questions and follow up a related enquiry if you specifically request it.

Getting started and understanding costs

A clear agreement helps everyone know what to expect.

1 Tell us what you need

Contact us with your location, requested service, preferred times and any access or communication needs. You do not need to disclose a diagnosis simply to request an adjustment.

2 Discuss the right arrangement

We confirm capacity, service boundaries, suitable staff, private or funded payment and any assessments or permissions needed. Tell us if another provider, plan manager or authorised representative is involved.

3 Receive and understand your information

Before you agree, ask for the tasks, price calculation, worker numbers, inclusions, exclusions, additional charges, timing, cancellations and complaints process in writing. Ask for clarification or time to consider it. Your support or care plan is separate from your financial terms.

4 Agree and begin

We confirm the booking or service agreement, access instructions and relevant risks. Extra work or costs require agreement before they are incurred. We review ongoing support when your needs or circumstances change.

Changes cancellations and refunds

Contact us as soon as possible if you need a change. Any cancellation or missed-visit fee must be clearly disclosed, lawful and agreed before booking. If we cancel, we will discuss rescheduling and any appropriate refund for services not supplied. Consumer guarantee rights still apply; we do not use a blanket no-refunds rule.

Your part in a safe service

Provide agreed access, tell us about relevant hazards, secure pets where needed and notify us of changes affecting the service. These practical responsibilities do not remove CCTS's duties or your consumer rights.

Your rights choice and privacy

You should feel informed, respected and able to speak up.

Respect and accessible communication

You have the right to respectful treatment, privacy, understandable information and the protections that apply to your service. We discuss your preferences and support your involvement in decisions. Ask for relevant NDIS rights information or the current aged care Statement of Rights.

Consent and decision support

We ask permission for the support being provided. You can ask questions, refuse a task or change your mind. We will explain relevant risks and alternatives. A supporter or family member does not automatically have authority to make decisions or access all your information; we check consent and any legal authority.

Safe services and honest information

Services must meet applicable consumer guarantees, including due care and skill. Tell us promptly about damage, incomplete work or unsafe care so we can assess and respond. Your rights do not depend on a positive review, buying another service or agreeing to publicity.

Your personal information

We collect information needed to arrange and deliver services and meet legal obligations. We explain relevant sharing with providers or authorised people. Ask for our privacy policy, how to access or correct your information, and how to raise a privacy concern. Information may need to be shared without consent where law permits or requires it, including safeguarding reports.

Photos testimonials and marketing

Public photos and testimonials need separate permission. You can decline without losing access to agreed services. A service enquiry is not automatic consent to unrelated marketing. Tell us if you want optional promotional messages to stop.

This guide and your agreement

This guide provides general information. Your written quote or service agreement confirms your individual booking. Neither this guide nor an agreement removes rights under Australian Consumer Law or other applicable law.

Feedback complaints and contacts

Questions and concerns are welcome.

Tell a CCTS worker or contact management. You can complain verbally, in writing or through a chosen supporter. You do not need to complete a form. We will listen, consider safety, explain the next steps and keep you informed. We do not tolerate retaliation for raising concerns.

Contact CCTS

General enquiries and feedback: 0455 605 331

Email: info@cctsupport.com.au

Website: www.cctsupport.com.au

Domestic cleaning bookings: 0459 676 576

Gardening bookings: 0459 032 419

Independent options

NDIS Quality and Safeguards Commission: 1800 035 544

Aged Care Quality and Safety Commission: 1800 951 822

OPAN independent aged care advocacy: 1800 700 600

Consumer and Business Services South Australia: 131 882

You can contact the appropriate external body directly without CCTS's permission.

Urgent help and ongoing care

Call 000 for an emergency. For ongoing support, your agreement should identify the relevant provider, care contact and after-hours arrangements. Office and booking numbers are not emergency medical services.

Useful official information

www.ndis.gov.au — plans and working with providers

www.ndiscommission.gov.au — NDIS quality and complaints

www.myagedcare.gov.au — aged care access and costs

www.agedcarequality.gov.au — aged care rights and complaints

www.accc.gov.au — consumer rights

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Prices and availability may change. Confirm current details before booking.