

27 March 2020

Dear Customers of MACS,

In our continuing attempts to provide our staff and customers with the best protection possible in response to COVID-19, our operational expenses have increased significantly to meet increases in relation to PPE, staff training, recruitment.

For this reason, from March 30 we must temporarily raise the cost of all direct support services to NDIS participants by 10%. We regret having to take this action and will return to earlier prices as soon as things stabilise.

We value you as a customer and hope you still feel MACS is a valuable service for you.

If you have any questions about the increase, please don't hesitate to reach out to us via phone at 07 3857 0333 or email [alison@macsinc.org.au](mailto:alison@macsinc.org.au). Additionally, further information can be found here <https://www.ndis.gov.au/coronavirus>

We appreciate your understanding and will keep you informed throughout these challenging times.

Sincerely,

Alison Herring  
Service Manager

Encl. NDIS Support Catalogue  
MACS Temporary Schedule of Fees