

OLIVET COMMUNITY CARE – HOME CARE PACKAGES PRICING SCHEDULE

Costs to Home Care Packages: Effective from 1 July 2019

AREA OF SERVICE	RATE PER HOUR
In Home Case Management Visits	\$75.00
Assessment and Package Set Up	\$105.00 session
Counselling Support	\$130.00
Dietitian	\$65.00
Domestic Support	\$49.00
Exit Fee	\$150.00
Gardening	\$49.00
Home Maintenance (materials extra)	\$55.00
Home Delivered Meals on Wheels (excluding food ingredients)	\$13.80 each
Nursing Care - Registered Nurse	\$90.00
Nursing Care - Endorsed Enrolled Nurse	\$55.00
Personal Care	\$49.00
Physiotherapy	\$118.00
Podiatry	*Note 1
Home Respite Care and Social Support	\$49.00
Social Support Day Centre per session	\$139.80
Transport	*Note 2
Other specialist services	*Note 1

***NOTES:**

- 1. We are able to source and provide these and other goods and services to support you to remain independent as part of your service package. Suitable and approved commercial providers can be sourced at competitive rates and a surcharge of 22% applies to cover brokering arrangements.*
- 2. Ninety Five cents per Klm applies when travelling with a caregiver.*
- 3. The above unit prices include all administrative costs. Loadings apply for out of business hours at one and a half times the rate except for Public Holidays where double rate applies.*

Enquiries: Olivet Reception: Ph 9131 5500 or reception@olivet.com.au

OLIVET COMMUNITY CARE - SERVICE CANCELLATIONS

Olivet Community Care is committed to deliver the services we have agreed with you. Our approach aims to minimise the cancellation of scheduled services and provide you with information and options in the event of a cancellation by either yourself or Olivet Community Care.

Cancellation fees apply to a Home Care Package for short notice cancellation of services or when no one is home for a scheduled service. Generally, a minimum 24 hours' notice within business hours is required for a cancellation, or the full service fee will be charged.

To cancel an appointment, please call our office on 9131 5500 within the business hours of 8.30am – 5.30pm Monday to Friday or leave a message on 0428 570 194 after hours, weekends or public holidays. These messages will be attended to during Olivet Community Care's operational hours.

Our staff will contact you in the event that we need to cancel a scheduled service and we will make every attempt to reschedule. Where possible, we will provide a minimum of 24 hours' notice; however, where a cancellation is needed due to sudden staff illness or unforeseen circumstances we will give as much notice as possible.

While every effort will be made to ensure the schedule session times are met, occasionally there may be some variation, say a half hour either way, due to various reasons. In these cases, effort will be made to keep you informed.

When a service cannot be delivered at the agreed time due to unplanned staff leave or extenuating circumstances, every attempt will be made to provide you with an alternative service or worker which may include:

-)] Offering the session with another worker/ service provider of the same skillset.
-)] Rescheduling with the regular staff member/ service provider.
-)] Rescheduling with an alternative staff member/ service provider.

Our ability to reschedule is determined by the availability and suitability of workers/ service providers and your preferences.