



Your home, your choice, our care...

SERVICE LEVEL AGREEMENT

HCP

NAME OF CONSUMER _____

And

ADELAIDE QUALITY CARE

THIS AGREEMENT is made on the / /

PARTIES

Consumers Name:	
Consumers Address:	

And

ADELAIDE QUALITY CARE PTY LTD Of 22 Harris Road, Vale Park, SA, 5081 ("AQC, us, we or our")

WHAT THIS AGREEMENT IS ABOUT

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A	We are approved providers by the Department of Health and Aged Care to provide Home Care Services under the Aged Care Act 1997 ("Act") and its associated principles
B	You have been assessed as eligible for a Home Care Package under the Act by the Aged Care Assessment Team.
C	We will provide all Home Care Packages on a Consumer Directed Care ("CDC") basis and in accordance with the conditions attached to the Home Care Package.
D	<p>A Home Care Package that is provided on a CDC basis is an individually planned and coordinated package of home services designed to:</p> <ul style="list-style-type: none">- Assist you to remain in your home for as long as possible- Enable you to have choice and flexibility in the way that care and support is provided to you in your home.

1 THE SERVICES TO BE PROVIDED:	
1.1	Your service agreement has been discussed and we agree to provide you with Level HCP care as of the 202..
1.2	All care will be provided in line with a documented care plan that you will receive.
1.3	You have received a copy of the Handbook that steps out your rights and responsibilities and how any confidential information will be managed
1.4	You have the right to temporarily suspend the provision of home care, from a particular date

1.5	Should your needs change, we may be required to reassess the most appropriate service for you and amend this agreement according to your needs
1.6	Services will be charged at our scheduled fee as per our current pricing schedule (attached). Service costs will increase annually in line with GDP, a 15% Package Management fee is charged. This fee covers the costs associated with establishing and maintaining home care budgets, coordinating services (rostering), preparing monthly statements, submitting monthly expenditure through Services Australia, Maintain ITCF records and invoicing, maintaining COVID compliance, maintain care worker compliance, train and educate care workers.
1.7	Care Management fees: Care management is a mandatory service for all care recipients as per the Department of health, whether the provider fully manages the consumer, or the consumer is self-managed. This is charged out on a pro rata basis and the rate will depend on the HCP level. This fee covers the costs associated to regularly assess the needs goals and preferences of the consumer, reviewing the HCP service level agreement (SLA) and care plan, ensure care and services align with other supports, identify and address risks to the consumers safety, health and well-being.
1.8	Transport shifts are charged at \$1.20 per KM
1.9	Cancellations and/or changes made by the Consumer within 7 days of the original booking date will be charged the full-service cost.
1.10	You will receive a monthly statement that identifies all charges attributed to your account. All accounts will be automatically claimed via Medicare on a monthly basis
1.11	Any services provided or paid for on behalf of, that are in excess of the HCP funds available will be at the cost of the consumer.
1.12	You are free to terminate services with AQC at any time, free of any exit fees. AQC requires written termination notice of 7 days. This can be emailed to admin@adelaidequalitycare.com.au or posted to PO Box 144 Ingle Farm, SA 5098. Any services scheduled within this 7-day period will still be charged.
1.13	The minimum for any service booked is one hour. If you require less than one hour you will be charged a minimum of one hour.
1.14	AQC can provide 24/7 emergency call out services. All emergency call out supports will be charged at an initial one off \$250.00 and an hourly rate thereafter for that time of day.

YOUR CONTACT DETAILS:

Name:	
D.O.B:	
MAC Number:	
Phone number:	
Email address:	
Address:	
Emergency Contact :	

OUR CONTACT DETAILS

Business:	Adelaide Quality Care
Care coordinator:	
Contact number:	1800 870 099
Email address:	admin@adelaidequalitycare.com.au
Postal address:	PO Box 144, INGLE FARM SA 5098

TAKE INTO ACCOUNT

- Allocated shift times are a rough guide please account for 30 minutes leeway both sides of allocated time, to account for unforeseen circumstances.
- For AQC to deliver quality services to all consumers, there is an administration task that staff are required to complete at the end of every service. Please consider and be aware 5 minutes at the end of every shift staff are required to complete a progress note.

By signing this agreement, you agree to all of the information included:

Consumer's Signature (or Guardian): _____

Print Name: _____

Relationship (if consumer did not sign): _____

Contact details: _____

Date: / /

Signature of approved provider: _____

Print Name: _____

Position Held: _____

Date: / /

Signature of Witness: _____

Print Name: _____

(If applicable)

Date: / /