



SERVICE LEVEL AGREEMENT

And

ADELAIDE QUALITY CARE PTY LTD



THIS AGREEMENT is made on

PARTIES:

2. ADELAIDE QUALITY CARE PTY LTD
of 2 Arundel Street, Vale Park SA 5081
("AQC, us, we or our")

WHAT THIS AGREEMENT IS ABOUT

- A We are approved by the Commonwealth Department of Social Services to provide Home Care Services under the Aged Care Act 1997 ("Act") and its associated principles.
- B You are seeking assistance with care and support under a private agreement with Adelaide Quality Care.
- C We will provide support services to you this agreement until such time that your claim has been resolved, or until the contract has been terminated, with which ever option proceeding.

1 THE SERVICES TO BE PROVIDED:

- 1.2 Your service agreement has been discussed and we agree to provide you with home care support services from
- 1.3 All care will be provided in line with a documented care plan that you will receive
- 1.4 You have received a copy of the Handbook that steps out your rights and responsibilities and how any confidential information will be managed
- 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 The services will be charged at our scheduled fees of \$46.20 per hour for Care work (or \$30.00 per half hour for Care work). There may also be additional charges for goods and supplies, such as PPE for staff and cleaning products. However you will be notified of these prior to purchase and they will be itemised on the statement / invoice at the end of every month. This charge does NOT include the cost of cleaning products – as stated these will be provided by yourself. Full fee's will be charged for any shifts that we do not receive more than 24hr notice for.



- 1.7 In the event you wish to terminate the services – written notice of 7 days needs to be forwarded to either info@adelaidequalitycare.com.au or PO Box 144 Ingle Farm SA 50981.

2 YOUR CONTACT DETAILS:

Your mobile number:

Your email address (if applicable):

Your address

Mailing address

The Name of someone we can contact if we can't get in contact with you:

Their phone number:

3 OUR CONTACT DETAILS

Our mobile number: 0449150234

Our toll free number: 1800 870 099

Email address: info@adelaidequalitycare.com.au

Mail address: PO Box 144, INGLE FARM SA 5098



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: / /