

## Terms and Conditions

### Home Care Package and Privately Funded Health Services

#### Consent

By referring to Empower you confirm that you have obtained consent from the client/guardian to refer and provide personal health information to Empower Healthcare.

#### Rates & GST

Empower Healthcare's rates for services are set out in our published rate schedules. All rates are subject to change at the sole discretion of Empower Healthcare. Any changes will be distributed to referrers.

All fees are subject to GST at the current national rate unless the service is permissible as GST free under Australian taxation rules.

#### Travel Fees

Clients located outside of our covered regions will incur additional travel fees, a quote will be provided prior to a visit being scheduled. Details of covered regions are available from Empower Healthcare on request.

#### Cancellation Policy

**Cancellations can only be made via telephone to your local office or via email to your local office – details of which are provided at the end of this document.**

- If less than 24 Hours' notice, not including weekends, is provided 100% of the costs of the appointment will be charged.
- If more than 24 Hours' notice, not including weekends, is provided there will be no charge.

For example:

- If an appointment booked for 1pm on Monday is cancelled after 1pm on the previous Friday, 100% of the fee will be charged.
- If an appointment booked for 3pm on Wednesday is cancelled before 3pm on Tuesday, there will be no charge.

#### Payment Terms

Invoices are issued weekly and are payable within 14 days unless by prior written agreement.

### **Gap Fees**

On occasion a gap fee may be payable, this is required to be settled by credit card or EFT Transfer prior to the date of visit.

### **GP Authority**

Some services provided by Empower Healthcare require a signed and dated authorisation letter from a GP or other medical practitioner prior to commencement of services. The GP Authority will be requested during the referral process. Should the Empower Team be required to obtain this, an administration fee of \$100.00 will be charged.

### **Occupational Therapy Service Specific Terms:**

#### **Additional Occupational Therapy Follow Ups**

After an initial Occupational Therapy assessment has taken place and the relevant report and, if applicable a quote has been submitted, any requests for the Occupational Therapist to complete additional follow up work will be charged at 15-minute increments based on our hourly rate.

#### **Recommendation Disclaimer:**

Following an assessment of your client, Empower Healthcare clinicians may make recommendations for services or products from third party organisations. Empower Healthcare does not indemnify / guarantee third parties and does not take any responsibility for the services or products purchased through these organisations.

### **Nursing Service Specific Terms:**

All new clients will require an initial assessment excluding referrals for Psychogeriatric Assessments.

Any consumables provided by Empower will be charged to the Home Care Package.

The minimum appointment time after the initial assessment is 30 minutes.

Time is charged at 30 minutes, 1 hour and then 15-minute increments after that (charged at 25% of the hourly rate).

Overnight care includes 8 hours of inactive duty and 4 hours of active duty.

Services may be provided by Registered Nurses and Enrolled Nurses.

### **Feedback, Concerns and Complaints**

Please contact your local office directly to pass on any feedback, concerns, or complaints that you or your client may have.

Your local office contact details are:

**Victoria**

1 Cochranes Road  
Moorabbin  
VIC 3189  
Ph: 03 9583 1364  
E: [community@empowerhealthcare.com.au](mailto:community@empowerhealthcare.com.au)

**New South Wales**

Level 35, Tower One,  
International Towers,  
100 Barangaroo Avenue  
NSW 2000  
Ph: 02 9188 4141  
E: [nswhomeservices@empowerhealthcare.com.au](mailto:nswhomeservices@empowerhealthcare.com.au)

**Queensland**

Kimberley Plaza  
3/373 Chatswood Road  
Shailer Park  
QLD 4128  
Ph: 07 3180 3925  
E: [qldhomeservices@empowerhealthcare.com.au](mailto:qldhomeservices@empowerhealthcare.com.au)

**WA**

Level 11, Brookfield Place,  
125 St Georges Terrace, Perth  
WA 6000  
Ph: 08 6558 0848  
E: [wahomeservices@empowerhealthcare.com.au](mailto:wahomeservices@empowerhealthcare.com.au)

**Glossary:**

“Clinician” means a member of Empower Healthcare that provides services to a client.

“Client” means the recipient of care services.

“Referrer” means the individual or organisation that has completed a referral form requesting services for a client.

*Updated 10122021*