

TERMS AND CONDITIONS

Home Care 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 ie. privately funded health services.

Travel Fees

Up to 30 minutes travel is charged with each appointment.

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 must be made via telephone to your local Empower Office during office hours and at least 24 hours prior to the appointment

- Cancellations received within 24 hours of the appointment will be charged in full
- Office hours are 9am – 5pm Monday – Friday (excluding Public Holidays)

Example

- If an appointment booked for 1pm Monday is cancelled after 1pm on the previous Friday (before 5pm), 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.

Occupational Therapy Service Specific Terms:

Additional Occupational Therapy Follow Ups

Our Occupational Therapy Team provide comprehensive assessments and supporting documentation to support assessment outcomes. The time allocated for these services is based on instructions received during the referral process and agreed through our intake process in consultation with our clients. All additional work requested outside of the agreed requirements will be invoiced in 15-minute increments at the 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 or Psychogeriatric Assessment
- Standard wound products provided by Empower will be included in the rates. Premium wound products will be on-charged to the client after Case Manager approval
- Empower provides a planned Nursing service available from 8am to 4pm daily
- Empower does not offer an emergency/call out Nursing service
- Should an unplanned or additional Nursing service be requested at short notice a supplementary fee of \$100 may be applied if the request can be accommodated
- If a Nursing service is supplied outside of Empower's standard hours (8am to 4pm) on a weekday the Weekend rate will apply
- Weekend visits incur a minimum 2-hour charge
- The minimum appointment time is 30 minutes
- Time is charged at 30-minute increments
- Services may be provided by Registered Nurses and Enrolled Nurses

GP Authority

Some Nursing 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 \$105.00 per hour will be charged.

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.

Glossary

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

“Client” means the recipient of care services.

“Home Care Services” refer to CHSP, TAC, Private and Home Care clients

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

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Contact details

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Effective 05 December 2022

1300 HELPU

1300 043 578

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www.empowerhealthcare.com.au

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