

TERMS AND CONDITIONS

Home Care Services

Consent

By referring to Empower you confirm that you have obtained consent from the participant/guardian to refer to 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.

Cancellation Policy

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

- Office hours are 9am – 5pm Monday – Friday (excluding Public Holidays)
- Cancellations within 24 hours of the appointment will be charged in full, excluding the following **Initial Assessments**.
- **Initial Assessment** cancellations for the following services will be as per below
 - Dietetics 2 hours
 - Speech Pathology 2 hours
 - Occupational Therapy 2.5 hours

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 participants. We advise on hours required after initial appointment prior to the commencement of additional services.

Recommendation Disclaimer

Following an assessment of your participants, 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

- Standard wound products provided by Empower are included in the rates.
- If Specialised Nursing products are required to successfully complete the treatment/service, then they will be charged in addition to the visit cost.
- 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 or public holiday rate will apply
- Weekend and public holiday visits incur a minimum 2-hour charge

Medical Documentation Requirements

Certain services provided by Empower Healthcare require supporting documentation from a medical practitioner prior to commencement.

This may include a doctor signed medication or catheterisation authority, care plans, or other relevant clinical documentation, depending on the type of appointment.

This documentation is typically requested during the referral process. If the Empower Team is required to contact/attend the participants GP or medical practice to obtain the necessary paperwork, a service fee will apply based on our standard hourly rate.

Feedback, Concerns and Complaints

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

Glossary

“Clinician” means a member of Empower Healthcare that provides Allied Health or Nursing services to a participant.

“Participant” means the recipient of care services.

“Home Care Services” refer to CHSP, TAC, Private and Support At Home participants.

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

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