

# Fee for Service.

This schedule of fees applies to a Fee for Service contract, whereby an organisation or individual directly engages Avivo to provide services.



Service Type	Price (Excluding GST)	
Set-Up Fee for New Registration - one-off	\$250	
<b>Support Worker - Direct Support</b>	<b>Standard Care</b>	<b>Specialised Care</b>
Standard Weekday (6am to 6pm)	\$59 per hour	\$79 per hour
Weekday overnight awake shift (10pm - 6am)		
Weekday Evening (6pm to 6am)		
Weekend all hours	\$73 per hour	\$97 per hour
Weekend overnight awake shift (10pm - 6am)		
Overnight Asleep shift - Weekday (10pm - 6am)	\$45 per hour	
Overnight Asleep shift - Weekend (10pm - 6am)	\$50 per hour	
Public Holiday	\$118 per hour	\$158 per hour
<b>Other Support Services</b>		
Behavioural Support - Weekdays only	\$85 per hour	
Nurse Consultant attendance - Weekdays only (Does not include education or training, see conditions below)	\$130 per hour	
Shared Management Services Bureau Services Shared Living Services	Quote on application, based on separate pricing frameworks for each	
<b>Travel</b>		
Travel with customer, e.g. shopping, medical appointments, social activities	\$1 per km	

## Conditions of service / Quoting guidelines

- a) Rates may need to be individualised for customers in regional and remote areas, where the above rates may be insufficient to cover the higher costs related to travel and resourcing
- b) The GST treatment of services is dependent on the type of service provided, and the source of funding. Avivo will refer to internal GST guidelines to ensure an accurate quote
- c) Cancelled services need at least 24 hours' notice. If less than 24 hours' notice is provided by customer, they will be charged for half of the scheduled visit time, with a minimum charge of one hour
- d) Hourly rate incorporates travel to and from service. Regional and remote customers may need to be quoted additional time for travel, in 0.5 hour increments using the above \$59 or \$73 hourly rates, depending on time and day of travel
- e) Hourly rate includes a reasonable amount of office coordination time, which varies between customers depending on the scale of the package and services provided, and will vary over time for the same customer depending on their needs. An estimate of the average weekly coordination time included can be provided at the planning stage. Should the actual hours consistently exceed this, an agreement with the customer will need to be made, to either reduce coordination time or charge for additional coordination time, using the \$59 standard hourly rate above
- f) Minimum charge 1 hour, in increments of 0.5 hours
- g) All new customers are charged the establishment fee. No fee for existing customers
- h) Rates apply to all service types (personal care, domestic assistance, respite care and social support)
- i) Training or education provided by nurse consultants will require an individual quote
- j) Classification of customers into 'standard' or 'specialised' support should follow the guidelines below:

<b>Standard</b>	For Customers that have low to medium support needs that do not require Support Workers/staff specifically trained in Specialised Care skills.
<b>Specialised</b>	For Customers with medium to high supports needs that require Support Workers/staff specifically trained to undertake clinical and specialised care tasks. These specialised care skills may include but not limited to bowel care, catheter care, peg feed, respiratory management, tracheostomy care and management, oxygen therapy and oximetry. Further training may be provided to staff by our Nurse Consultants.
<b>Individual Quote</b>	Support needs beyond 'specialised', for customers requiring ongoing highly specialised care.

Fee for Service pricing is reviewed annually. Next review date June 2020.