

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	
Support Worker – Direct Support	Standard Care	Specialised Care
Standard Weekday (6am to 6pm)	\$64 per hour	\$79 per hour
Weekday Evening (6pm to 6am) Weekday overnight awake shift (10pm – 6am)	\$73 per hour	\$97 per hour
Saturday Saturday overnight awake shift (10pm - 6am)	\$80 per hour	N / A
Sunday Sunday overnight awake shift (10pm - 6am)	\$85 per hour	N / A
Overnight Asleep shift – Weekday (10pm – 6am)	\$45 per hour	
Overnight Asleep shift – Weekend (10pm – 6am)	\$50 per hour	
Public Holiday	\$124 per hour	\$158 per hour
Other Support Services		
Behavioural Support – Weekdays only	\$85 per hour	
Nurse Consultant attendance – Weekdays only (Does not include education or training, see conditions below)	\$140 per hour	
Shared Management Services Bureau Services Shared Living Services	Quote on application, based on separate pricing frameworks for each	
Travel		
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 48 hours' notice. If less than 48 hours' notice is provided by the customer, they will be charged for the full 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 applicable 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 \$64 standard hourly rate above.
- f) Minimum charge one (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:

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

Fee for Service pricing is reviewed annually. Next review date 30 June 2023.