



Our Service Delivery and Pricing

CO.AS.IT. is a not-for-profit community based organisation and recognises the importance of providing quality services at a reasonable and affordable rate.

Care Management costs are 25% of the package and are based on competitive hourly rates for qualified case managers with many years of direct experience.

Package management costs have been kept to a minimum (5%) and reflect greater use of technology to book services and also an integrated approach with all our services.

We don't charge a Basic Daily Fee and we have an exit fee (\$500) to allow proper and prompt transfer. A full schedule of fees is published on our website.

The number of hours of service can vary based on charges from other providers or in relation to the purchase of special equipment needed for personal care.

Care management costs

		Level 1	Level 2	Level 3	Level 4
Fully managed by provider	Per fortnight	\$ 85.61	\$ 150.61	\$ 327.71	\$ 496.79
Fully managed by provider	Approx. no. hours per fortnight	0.15	0.30	1	1.30
Self-managed by you	Per fortnight	N/A	N/A	N/A	N/A
Self-managed by you	Approx. no. hours per fortnight	N/A	N/A	N/A	N/A

We are a not-for-profit organisation with over 50 years of experience and a team of board members, qualified staff and committed volunteers ready to listen to you and assist you. We will respect your dignity and choices. We recognise the importance of living independently at home and we will endeavour to support you and your family in achieving your individual goals in health and care and in maintaining your general wellbeing. We will listen to you and improve constantly our services. We will make certain that you actively participate in planning services to meet your individual needs. A detailed Care Plan will be developed with you and/or your nominated representative and it will become an integral part of a formal agreement. The Care Plan must be approved by you and it will be reviewed regularly to reflect changes in your care needs, goals and individual circumstances. We will ensure that the Care Plan reflects your care needs, your identity and diversity, your age and gender, your language and culture and also your family situation. Our Care Plan will be designed to allow you to maintain control over your care objectives and plan, your family and social interactions and your relationships. CO.AS.IT. will provide information in English and Italian and in any other relevant language for you and your family members. We will always be respectful of your privacy.

Package management costs

Other Costs		Level 1	Level 2	Level 3	Level 4
Package management	Per fortnight	\$ 17.12	\$ 30.12	\$ 65.54	\$ 99.36
Maximum exit amount	Max. Total	\$ 500			
Staff travel costs to visit you	Per km	\$ 1.40			
Separate cost when you want to receive services from a different provider	<i>'No'</i>				

FULL SCHEDULE OF FEES FOR SERVICES RENDERED BY CO.AS.IT.

Effective 1ST August 2020

Type of Service	Day & Time	Fee per hr (ex GST)
Personal Care (Includes showering, grooming and assistance with mobility.)	Monday – Friday 6am to 8pm	\$57
	Monday – Friday 8pm to 12 midnight	\$67
	Saturday	\$67
	Sunday	\$78
	Public Holiday	\$95
Home Care (includes domestic duties, meal preparation and transportation to appointments/shopping)	Monday – Friday 6am to 8pm	\$57
	Monday – Friday 8pm to 12 midnight	\$67
	Saturday	\$67
	Sunday	\$78
	Public Holiday	\$95
Respite	Monday – Friday 6am to 8pm	\$57
	Monday – Friday 8pm to 12 midnight	\$67
	Saturday	\$67
	Sunday	\$78
	Public Holiday	\$95

Type of Service	Day & Time	Fee per shift (ex GST)
Sleep over (includes 10 hours continuous care with 4 hours active care and 6 hours sleepover)	Monday – Friday Night	\$335
	Saturday Night	\$375
	Sunday Night	\$425
	Public Holiday Night	\$600

Type of Service	Day & Time	Fee per kilometre (ex GST)
Travel reimbursement		\$1.40

CO.AS.IT. reserves the right to review pricing in line with any Wage Award increases.

Type of Service	Day & Time	Fee per shift (ex GST)
Nursing Per hour	Monday – Friday 6am to 8pm	\$101
	Monday – Friday 8pm to 12 midnight	\$110
	Saturday	\$133
	Sunday	\$155
	Public Holiday	\$180
Light gardening Per hour	Monday – Friday 6am to 8pm	\$60

Terms and Conditions

1. Service rates are quoted excluding GST. GST is charged at a rate of 10% where applicable.
2. Minimum service periods apply. A minimum of one hour per engagement applies for all services.
3. Overnight care is an inactive night duty shift, includes 4 hours of active care (either at the start or end of the shift) and requires separate sleeping facilities to be provided for the staff member. If additional active care is required during overnight care, this will be charged at the relevant hourly rate in addition to the overnight care fee.
4. Where staff are required to transport clients in the staff's vehicle or perform tasks whilst client is not accompanying (e.g. shopping), travel will be charged at \$1.40 per Kilometre.
5. As per the service Agreement in place, Notification of cancellations of service must be made 24 hours prior to the service. CO.AS.IT. reserves the right to charge for all the service if the service is cancelled less than 24 hours.
6. When engaging our service for your client we require copies of the following documentation: (a) Service Request and Referral Form; (b) Home Safety and Accessibility Assessment; and (c) detailed information regarding special requests such as special texture diets if applicable
7. CO.AS.IT. may vary the fees annually and will provide 4 weeks' notice of the fee increase in writing. Should the costs of providing service increase significantly as a result of circumstances out of CO.AS.IT. 's direct control (for example, employee Award terms and conditions), CO.AS.IT. reserves the right to make an out of cycle fee adjustment with a minimum 4 week notice provided in writing.
8. Gazetted Public Holidays may be substituted for another day under State or Territory Law.

Cancellation Policy

24 hours notice is required to cancel without incurring a cancellation fee at full charge.

How to make a payment

You can make your payments via cheque to CO.AS.IT. 189 Faraday Street Carlton within 14 days of invoice OR EFT payments to:

Account Name: CO.AS.IT. Melbourne
Bank: Bendigo Bank
BSB: 633 000 Account N: 107 090 409
(Please quote Invoice Number)

For all other enquiries:

Phone: (03) 9349 9000 Fax: (03) 9347 8269 Email: coasit@coasit.com.au