



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.

Care Management costs for the self-managed packages are 10% and also a 5% package management fee. We charge an additional hourly rate of \$100 for any care management requested by consumers who have opted for the self-managed packages. 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 (<https://www.italcare.com.au>):

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	\$ 84.47	\$ 148.63	\$ 323.44	\$ 490.29
Fully managed by provider	Approx. no. hours per fortnight	0.15	0.30	1	1.30
Self-managed by you	Per fortnight	\$ 33.79	\$ 59.45	\$ 129.37	\$ 196.11
Self-managed by you	Approx. no. hours per fortnight	0	0	0	0

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 be always be respectful of your privacy.

Package management costs

Other Costs		Level 1	Level 2	Level 3	Level 4
Package management	Per fortnight	\$ 16.89	\$ 29.72	\$ 64.88	\$ 98.05
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>	<i>Provider free text – mandatory field if 'Yes', optional field if 'No' – maximum 500 characters</i>			

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

Effective 1st July 2019

Type of Service	Day & Time	Fee per hr (ex GST)
Personal Care (Includes showering, grooming and assistance with mobility.)	Monday – Friday 6am to 8pm	\$55
	Monday – Friday 8pm to 12 midnight	\$66
	Saturday	\$66
	Sunday Public Holiday	\$77 \$94
Home Care (includes domestic duties, meal preparation and transportation to appointments/shopping)	Monday – Friday 6am to 8pm	\$55
	Monday – Friday 8pm to 12 midnight	\$66
	Saturday	\$66
	Sunday Public Holiday	\$77 \$94
Respite	Monday – Friday 6am to 8pm	\$55
	Monday – Friday 8pm to 12 midnight	\$66
	Saturday	\$66
	Sunday Public Holiday	\$77 \$94
Sleep over (includes 8 hours continuous inactive care and 2 hours active care)	Monday – Friday 10pm to 8am	\$280
	Saturday from 10pm to Sunday 8am	\$350
	Sunday from 10pm to Monday 8am	\$440
Travel reimbursement	Per kilometre	\$1.40

SCHEDULE OF FEES FOR SERVICES RENDERED BY OTHER PROVIDERS

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

Terms

Fees listed are **GST exclusive** and will be charged in addition to the normal rate where applicable. Minimum service per visit is 1 hour.

Public Holidays may be substituted for another day under state and territory law.

Please note when engaging our service for the your client we require copies of the following documentation:

- Service request and Referral Form
- Home safety and accessibility assessment
- Detailed information regarding special requests such as special texture diets if applicable

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