



## TERMS OF ENGAGEMENT AGED CARE CONCIERGE SERVICE

**Engagement.** Care Guidance is a Social Work and Aged Care Placement Service operated by Care Guidance Pty Ltd (ACN 604 928 369) of 3 Mount Street, Prahran VIC 3181 (Care Guidance).

By registering to use a Service of Care Guidance you acknowledge that you have read and understood these Terms and have the authority to act on behalf of any person for whom you are using the Service. You are deemed to have agreed to these Terms on behalf of any person or entity for whom you use the Service.

**Fees and charges.** You will not be charged any fees or charges for the Service. The cost of the Service is covered by the aged care provider who operates the aged care home which you (or the person on behalf of whom you have engaged Care Guidance) select for admission.

**Our Partner Aged Care Providers.** As part of the Service we will refer you in the first instance to suitable aged care homes operated by our Partner Aged Care Providers who have agreed to cover the cost of the Service. In some circumstances (including at your request) we may refer you to, and you may select, an aged care home operated by an aged care provider who has not agreed to cover the cost of the Service. In this circumstance you will not be charged any fees or charges for the Service, however the degree of assistance we can offer you as part of the Service may be reduced.

**Personal Information.** The collection and usage of your personal information is governed by Care Guidance's Privacy Policy, available on the Care Guidance website ([www.careguidance.com.au/privacy-policy](http://www.careguidance.com.au/privacy-policy)). By agreeing to these Terms, you agree to the usage of your personal information by Care Guidance as outlined in the privacy policy.

**Reliance.** Should you rely on any materials, data or any other information provided or otherwise made available by Care Guidance, you do so at your own risk. Care Guidance does not guarantee, represent or warrant that the information, or any advice, opinion, statement or representation provided or otherwise made available by Care Guidance is accurate, fit for your purposes or without errors or omissions.

**Disclaimer.** You acknowledge that your use of the Service may be interfered with by numerous factors outside of Care Guidance's control. We make no guarantees, representations or warranties on behalf of, and accept no responsibility for:

- services made available by people other than Care Guidance; or
- websites operated or controlled by people other than Care Guidance.

**Governing law.** These Terms are governed by the laws of the State of Victoria.

Client Name: \_\_\_\_\_ Your name: \_\_\_\_\_

Your relationship (please tick):

- |  |                                       |  |
|--|---------------------------------------|--|
| <input type="checkbox"/> Spouse            | <input type="checkbox"/> Son/Daughter | <input type="checkbox"/> Other Next of Kin |
| <input type="checkbox"/> Power of Attorney | <input type="checkbox"/> Guardian     | <input type="checkbox"/> Other             |

I have read and agree to receive Services from Care Guidance in accordance with these Terms.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_