

Putting Care First

KEY  CARE

SILVER

Key2Care Concierge – SILVER Service ‘On Call’

‘Maintaining Independence’

Your *Key2Care Concierge Silver Service Package* is classed as an ‘On Call’ service to residents and clients who require a little extra time to Maintain their Independence. The Key2Care Concierge team will attend to your requests immediately on an ‘as needed’ basis.

Your Key2Care Concierge ‘On Call’ service has extensive knowledge and a network at their fingertips. We’re here to enable you to get on with life and we will support you in maintaining your independence in everyday living! The Key2Care Concierge Service team is based here in Australia, has extensive local knowledge together with access to a range of network partners and connections to resource the best solution for your individualised needs.

The Key2Care Concierge Silver Service ‘On Call’ product is for engagement of services on an hourly time basis [the hour can be broken up into 4 x 15 minute blocks] which is paid in advance. Any un-utilised blocks of time will be held in credit for future requests, which can be used for up to 3 months from the initial date of purchase.

Description of Services for Silver Service Package ‘Maintaining Independence’

Our Silver Services package includes a wide and varied range of support services. Some of these include:

Access to the Key2Care Lifestyle Concierge team, Monday to Friday. We’re here to provide you with as much or as little help as you need to enable you to comfortably live in your home or a facility with simplicity and independence.

- Personal Care and well being
- Helping you stay connected with the community
- Basic Support with your health, home and community well being needs

Supporting Health

- Key2Care can arrange for Group Respite and Lifestyle outings
- Engaging with local services for your needs – hairdresser, Group Activities, men shed, Attending Social Clubs and Centre based Respite
- Supporting personal care; lifestyle and wellness; assistance with personal hygiene & continence support; personal grooming, medication management

Supporting Home

- Housekeeping
- Meal arrangements
- Help with Shopping for day to day items; birthday or special event gift shopping
- Travel arrangements
- Garden Care
- Home and asset maintenance
- Pet Care and Grooming

Community Engagement

- Supported Physical activities
- Spiritual activities
- Attending special events and getting 'Out and About' in your community

Supporting Well-being



- Assisting with arrangements of Respite
- Engaging and arranging for you to participate in Creative activities

Other Services – The following additional Services are POA (price on application)

1. Pastoral Care
2. Volunteers and community Visitors
3. Home Modifications and equipment
4. Medical Appointments & Arrangements

Postal Address
PO Box 416
North Lakes
QLD 4509

Phone: 0411 811 725
Email:
Johnelle.walters@key2care.com.au

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Our Services and the 'Fine Print'

When engaging the Key2Care Concierge team for an 'On Call' service, there are some ground rules we need to make sure you are aware of before we get started, so we would like to make sure you understand all of the 'fine print'. Here is a brief overview:

- You may submit your Request via telephone, or email – whatever is most convenient to you.
- We understand that your request may be detailed and complex in nature, so any tasks you need to be completed, we can support you with - the sky (and the law) is the only limits. Your request may include an errands service or arranging an on-site visit for you; whatever it takes to complete your request and to meet your need/s, we're here for you!
- You only pay for the amount of time taken by the Concierge team to support the 'On Call' service to complete your request. The time taken to complete the request will be rounded up to the nearest 15 minute block (our concierge keep time reports for all requests undertaken) and these are deducted accordingly from you time purchase (equivalent to each quarter of the hourly rate + GST).

Items 'not' included in your package by Key2Care Lifestyle Concierge Services



Your Key2Care Concierge Silver Service for 'On Call' delivery **does not include:**

- Invoices from third parties or reasonable expenses required to complete your request, such as additional booking fees.
- Using the services in an ongoing manner that would constitute a full-time Consultant (6+ hrs each day) without prior arrangement.
- You may not resell or gift your time/requests to another person.
- You may not use your time/requests to generate an income for yourself or others.
- Unusual patterns inconsistent with normal concierge time/requests will be highlighted and discussed regarding any concerns.
- Your Key2Care Concierge 'On Call' team will be available Monday to Friday 8.30am to 5.00pm AUS EST, service outside these hours will be by special arrangement and will incur additional costs.
- The hourly pricing for the Silver Service 'On Call' is \$110.00 + GST

NB. Be sure to fully read and understand the Terms and Condition of Business before joining us. This includes important information on our insurance coverage, full details of our fees, cancellation policies and what to do

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*if you don't like a service we recommend. You can also check the Returns, Refunds and Complaints policy too.
All prices quoted are in AUD (Australian Dollars) www.key2care.solutions*

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