



Policies and Procedures Pricelist

Organisation name (the 'Client'):	
Organisation ABN:	Organisation ACN:
Organisation address:	
Contact person and position:	
Phone:	Email:
Mobile:	

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ISO 9001 certified ABN: 79 220 872 281

PO Box 275, St Kilda VIC 3182

Improving the quality of care and services for the elderly and healthcare clients across Australia

Our understanding of legislation and assessment processes, and experience in clinical care and liaison with regulators has allowed Erigo to successfully undertake a broad spectrum of projects nationally.

What We Do

The Erigo Group—Erigo Training and Erigo M.A.C.—are national health, aged care and quality solutions specialists.

As your partner, we provide leading-edge strategic and operational support to strengthen your business. We assist you to achieve your aims, manage your risks, maintain and increase your viability and overcome your challenges and stand out in the crowd.

We assist our clients to establish systems, achieve and maintain regulatory compliance, develop their team and improve their effectiveness and viability.

Our client base is Australia-wide, rural and metropolitan, public, private, government, not-for-profit, indigenous and ethno-specific.

Our History

Registered in 2000 and re-branded in 2007, The Erigo Group (Erigo M.A.C. and Erigo Training) has been supporting health and aged care services for 20 years!

Our Director and CEO, Karen Ross has over 30 years' experience as a Registered Nurse (RN), and 20 years' experience as a health and aged care Consultant, Karen is a powerhouse of industry experience and knowledge. Her incredible team of specialist consultants are passionate about providing the best possible experience for Erigo's clients and in serving the community as a whole – in short, we love what we do.

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Our Policies and Procedures

Erigo clients enjoy the piece of mind that their internal policies and procedures are up-to-date with the latest industry standards/practices and legislation as well as knowing we are on top of on-going changes as they happen. Our quality assured policies and procedures deliver on best practice documentation at your finger tips.

The Erigo Group has developed a suite of intellectual property products to assist residential aged care and home care providers to enhance their operations and maintain compliance. Erigo can provide your facility or organisation with a full suite of Management, HR and OH&S policies and procedures.

Once purchased, you can customise the suite by adding your organisations logo/style and version control.

We also offer annual product update service so you can be sure your documents are always up-to-date and align to the current industry standards, regulations and legal requirements. With Erigo's intellectual property, it could not be easier to maintain your on-going compliance.

Residential Aged Care Suite

Our Residential aged care products include:

- Governance and Management (including Health and Safety and Infection Control)
- Consumer focus (including Clinical, Personal Care and Lifestyle, Food Services but not Food Safety Plan)
- Human Resources Management
- Fire and Emergencies (including Essential Services)
- Residential Aged Care Position Descriptions
- Annual Product updates*

Home Care Suite

These are our home care products:

- Home Care Manual
- Home Care Manual updates
- Annual Product updates*



Our Suite

Our suites have been re-developed to incorporate the new Aged Care Quality Standards, regulations and legislation changes. We offer an **annual product update service** to assist providers in maintaining their policies and procedures and develop them as standards, regulations and legislation changes.

What's included?

The suite includes policies, procedures, work instructions, forms, resources and position descriptions to support your operations. The suite also includes our Infection Control: Prevention, action and monitoring package which assists providers to comply with the new regulations around infection control.

How it works...

The documents are organised as follows (as applicable to each suite):

Main Folder location	Sub-folder 1	Sub-folder 2	Sub-folder 3	Sub-folder 4
Consumer focus	Forms	Procedures	Resources	Work instructions
Fire and Emergencies	Forms	Procedures	Resources	Work instructions
Governance and Management	Forms	Procedures	Resources	Work instructions
Human Resource Management	Forms	Procedures	Resources	Work instructions
Maintenance, Cleaning and Laundry	Forms	Procedures	Resources	Work instructions
Position descriptions				

Each **Main folder** has a Contents page for ease of reference.



Home Care

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Products				
Item	All documents need to be customised to the facility/organisation; assistance is available; quotes will be provided as requested	Total	Subtotal (+GST)	Initial Acceptance
1	Home Care Manual , to meet all home care requirements, including: GM - Governance and Management (including Health and Safety and Infection Control) CF - Customer focus (Includes Clinical, Personal Care and Lifestyle, food services, but not food safety plan) HRM - Human Resource Management <i>Inclusive of our Infection Control: Prevention, action and monitoring package.</i>	\$5,400	\$5,940	
2	Home Care Position Descriptions	\$100 each		
UPDATES:				
3	Annual Product updates* via email FREE updates included with full suite purchase (for the first 6 months) then a renewal agreement will be sent.	<i>Please request a quote</i>		
Delivery:				
	Documents are issued via a Cloud link (i.e. Dropbox or Google Drive) in Word format. All documents require to be customised to your organisation where required (eg. Organisation name and issue No. on header).	\$0	\$0	
TOTAL:				



THE TERMS UNDER WHICH ERIGO M.A.C. PTY LTD TRADE FORM PART OF ITS AGREEMENT WITH THE CLIENT.

Terms and Conditions of Sale

These Terms and Conditions of Sale ('Conditions') apply to any goods supplied by the Company to the Client except where they are varied by notice in writing by the Company to the Client prior to the supply of any goods.

1. Definitions and Binding Terms & Conditions of Sale

- 1.1 In these Conditions the following terms have the following meanings: 'Agreement' means the agreement between the Company and the Client for the supply of goods of which these Conditions form part; 'Company' means Erigo M.A.C. Pty Ltd and its related bodies corporate within the meaning of the Corporations Act; 'Client' means the entity purchasing the Goods subject of these Conditions; 'Goods' means the products and the service specified in this order form.
- 1.2 The only contractual terms which are binding upon the Company are those set out in these Conditions or otherwise agreed to in writing by the Company and those, if any, which are imposed by law and which cannot be excluded by these Conditions.
- 1.3 All previous negotiations, representations, warranties, arrangements and statements (if any) whether expressed or implied, including any collateral agreement or warranty between the Client and the Company, are excluded and cancelled.
- #### 2. Pricing
- 2.1 All prices quoted by the Company are exclusive of any taxes or duties that may be payable by the Client.
- 2.2 The prices shown in any price list as distributed by the Company from time to time are subject to alteration without notice.
- 2.3 The price list as distributed by the Company from time to time shall not be construed or operate as an offer or obligation to sell but shall be an invitation to treat only and the Company reserves the right to accept or reject in its absolute discretion any orders which may be received by it.
- 2.4 Prices quoted in this form are valid for 30 days from the date of issue.
- #### 3. Delivery
- 3.1 The Company will use its reasonable endeavors to deliver the Goods at the time agreed but will not be liable to the Client or anyone else for any losses suffered or incurred due to delay. The Goods are dispatched at the Client's risk and the Company is under no obligation to insure the Goods whilst in transit.
- 3.2 The Client shall be liable for all delivery charges in relation to the Goods unless otherwise agreed or specified.
- 3.3 If the Company is unable to supply the Client's total order these Conditions will apply to the supply of all or part of the order.
- 3.4 The Company is not liable for failure to deliver or any delay in delivery if the failure (directly or indirectly) arises out of any circumstances which are not within the Company's control. If such circumstances occur, the Company may delay or cancel delivery of the Goods.
- #### 4. Ownership and Conditions of use
- 4.1 Title in the Goods will not pass to the Client and the Goods will only be sold to the Client on payment of the full price.

- 4.2 No return of the Goods will be accepted unless approved by the Company in writing. Authorised returns must be freight prepaid.
- 4.3 The Client acknowledges that the Company is the exclusive owner of all intellectual property rights in the Goods.
- 4.4 The Client will only use the Goods for internal purposes and will not sell or attempt to sell the Goods to a third party or commercially exploit the Goods in any way.
- 4.5 The Client will not modify, adapt or customise the Goods without the prior written permission of the Company.
- #### 5. Warranties and Liabilities
- 5.1 To the fullest extent permitted by law, all conditions and warranties (whether as to quality, fitness or otherwise) expressed or implied by statute, the common law, equity, trade, custom, users or otherwise are expressly excluded.
- 5.2 The liability of the Company for breach of any warranty or express or implied condition of the Agreement, to the fullest extent permitted by law, will be limited, at the option of the Company, to the replacement of the Goods, the supply of equivalent goods or the payment of the cost of those Goods.
- 5.3 The Company's liability does not extend to consequential loss or damage.
- 5.4 The Client acknowledges and agrees with the Company that:
- 5.4.1 Use of the Goods supplied are beyond the control of the Company;
- 5.4.2 any advice, recommendation, information or services provided by the Company, its employees, servants or agents regarding the Goods sold and their use shall not be construed as contractual conditions or warranties; and
- 5.4.3 the Company shall not, subject to the warranties incorporated under clause 5.1, be liable to the Client for any loss or damage sustained by the Client as a consequence of any incorrect advice, recommendation, information or services provided by the Company, its employees, servants or agents regarding the Goods sold or the methods or conditions of application and use of the Goods sold whether such loss was caused by any act of negligence, act of recklessness or breach of any duty of care which may be owed to the Client by the Company, its employees, servants or agents.
- #### 6. Miscellaneous
- 6.1 The failure by the Company to insist upon observance by the Client of any term of this Agreement will not be deemed a waiver nor amount to a waiver of any subsequent breach.
- 6.2 If any of these terms is held to be invalid, void, unenforceable or illegal for any reason, this Agreement will otherwise remain in full force and effect apart from such provisions which shall be deemed to be deleted or modified to overcome that objection.
- 6.3 This Agreement will be governed by and construed in accordance with the laws of the State of Victoria, Australia and the parties submit to the jurisdiction of the Victorian and Australian courts.

Client Signature:

Witness Signature:

Erigo Signature:

.....
Print Name

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Print Name

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Print Name

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Signature

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Signature

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Signature

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Date

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Date

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Date

Payment

**Products are continually reviewed and updated accordingly to regulatory, standards and guideline changes, as well as feedback from our clients and consultants. The update services excludes a major update such as a full revision of the Aged Care Quality Standards.

Bank account details for electronic funds transfer:

ERIGO M.A.C PTY LTD: BSB 033-169 ACCOUNT NO 46-9606

Link to your cloud files will be sent once payment has been received.

Email completed form to: help@erigo.com.au.