



INTERNAL POLICIES AND PROCEDURES THAT ARE IN LINE WITH THE LATEST INDUSTRY STANDARDS/PRACTICES, LEGISLATION AND REGULATIONS.

Policies and Procedures Pricelist

Organisation name (the 'Client'):	
Organisation A.B.N:	Organisation A.C.N:
Organisation address:	
Contact person and position:	
Phone:	Email:
Mobile:	Nominated Email: (if different to the above)

Your nominated email address is the email you want your cloud files shared with.

T: 03 9527 2088 | help@erigo.com.au | www.erigo.com.au

ISO 9001 certified A.B.N.: 79 220 872 281

PO Box 275, St Kilda VIC 3182



Improving the quality of care and services for aged care 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 M.A.C. and Erigo Training) -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 more than 20 years.

Our Director and CEO, Karen Ross has over 30 years' experience as a Registered Nurse (RN), and more than 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.

Policies and Procedures Pricelist

Our Policies and Procedures

Erigo clients enjoy the peace 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 fingertips.

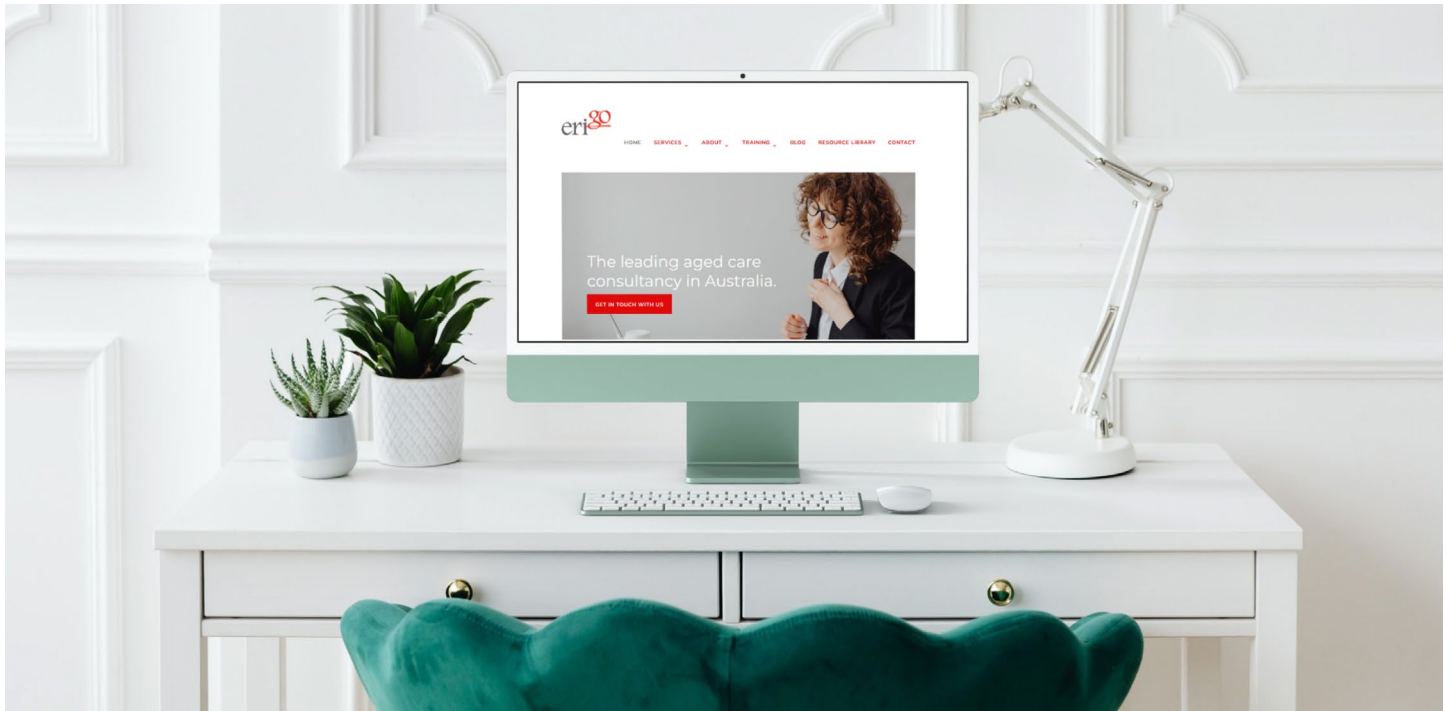
The Erigo Group has developed a suite of intellectual property products to assist residential aged care and home care providers to enhance their operations and maintain compliance. Erigo can provide your facility or organisation with a full suite of Governance, Management, Hospitality Services, HR and Person-centred Care policies and procedures.

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

We also offer an annual 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 couldn't be easier to maintain your on-going compliance.

Our policies and procedures are specific for home care and residential care. Both products include:

- A Manual
- Manual updates
- Position Descriptions and;
- Annual updates*



Our Suite

Our suites incorporate the **Strengthened Aged Care Quality Standards, regulations and legislation**. We also offer an **Annual product update service** to assist providers in maintaining their policies and procedures and develop them as standards, regulations and legislation change.

What's included?

The suite includes audit tools, policies, procedures, work instructions (flowcharts), forms, position descriptions, and resources to support your operations.

How it works...

The documents are provided in Word format (editable) to be customised to your organisation's requirements and are organised as follows separately for home care and residential care services:

Main Folder location	Sub-folder 1	Sub-folder 2	Sub-folder 3	Sub-folder 4	Sub-folder 5
Audit Tools	-		-	-	-
Fire and Emergencies	Forms	Policies	Procedures	Resources	Work instructions
Governance and Management (including health and safety)	Forms	Policies	Procedures	Resources	Work instructions
Hospitality Services	Forms	Policies	Procedures	Resources	Work instructions
Human Resource Management (including position descriptions)	Forms	Policies	Procedures	Resources	Work instructions
Person-centered Care	Forms	Policies	Procedures	Resources	Work instructions

Included with your purchase is a full **Contents list** that you can reference at any time in your cloud folder that includes the last date each document was updated.



Home Care

Policies and Procedures Pricelist

Item	Products	Initial Acceptance
1	AT - Audit Tools	
2	GM - Governance and Management (excluding 'responsible persons' requirements and including health and safety)	
3	HRM - Human Resource Management (includes 'responsible persons' requirements and position descriptions)	
4	PCC - Person Centred Care (includes clinical and personal care, but not food safety plan)	

		Subtotal (GST exclusive)	Subtotal-Total (GST inclusive)	
5	Total cost for items 1-4	\$12,500	\$13,750	
UPDATES:				
7	Annual update subscription* via email and cloud folder	\$2,500	\$2,750	
8	Monthly update subscription* (per annum) via email and cloud folder	\$215	\$236.50	
Delivery:				
9	Documents are issued via a Cloud link to Dropbox in Word format with some PDF for external documents and resources. Documents need customisation to your organisation. Example: Organisation name, issue/version number and person responsible.	\$0	\$0	
TOTAL:				



These Terms and Conditions of Sale ('Conditions') apply to any Products 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 products.

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 Products 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 Products subject of these Conditions; 'Products' means the digital Products 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 for the products.
- 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 receipt.

3. Delivery

- 3.1 The Company will use reasonable measures to provide access to the Products to the Client via Dropbox Cloud link (or equivalent), which will be accessible to the Client at all times during the period of purchase. Period of purchase refers to the duration the Client has subscribed to receive product updates. The Company is not responsible for any interruption of service or losses due to any future technical issues or failures of Dropbox but will endeavour to resolve issues promptly and with minimal disturbance to the operations of the Client.
- 3.2 The Clients purchased Products will be dispatched promptly to the Client's nominated email address (as per the signed order form) once full payment has been received into the Companies nominated bank account. Please Note: These are digital Products and no physical goods will be received.

- 3.3 The Client shall be liable for all fees in relation to the Products once this order form is signed, dated, witnessed, initialed and returned to help@erigo.com.au and will only be cancelled if agreed to in writing by Erigo M.A.C.
- 3.4 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 access 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 access of the Products.

4. Ownership and Conditions of use

- 4.1 Payment for the Products must be made in full before they can be distributed to the Client or become the Clients property.
- 4.2 Products cannot be returned for a refund of the purchase price as the Products are intellectual property. Please contact the Company (help@erigo.com.au or phone: (03) 9527 2088) if you have any support queries or issues regarding your products.
- 4.3 The Client acknowledges that the Company is the Products exclusive owner of all intellectual property rights.
- 4.4 The Products are for the Clients internal in-house use only and are the Companies intellectual property and as such, cannot be modified, adapted or customised to be on-sold to any third party, or commercially exploited in any way.
- 4.5 Products can only be customised for use by the Client in-house. To discuss re-selling these products, please contact the Company (help@erigo.com.au or phone: (03) 9527 2088).

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, 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 Products, the supply of equivalent Products or the payment of the cost of those Products.
- 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 Products 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 Products sold and their use shall not be construed as contractual conditions or warranties; and



Terms and Conditions of Sale

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 Products sold or the methods or conditions of application and use of the Products 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. Comments and complaints

- 6.1 The Company maintains a certified quality system (AS/NZS ISO 9001) and welcomes feedback by the Client to improve the Companies Products and services.
- 6.2 Should the Client have issues or a complaint, the Company will work with the Client to reach a satisfactory outcome.
- 6.3 Comments and complaints can be made verbally, via email or using the [Comments, complaints and feedback form](#) on the Company website.
- 6.4 Please refer to the Companies: [Planning, Quality and Risk Management policy](#) on the Company website.

7. Miscellaneous

- 7.1 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.
- 7.2 If any of these terms are 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.
- 7.3 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:

Witness:

Erigo:

.....
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 legislation, regulations, standards and guideline changes, as well as feedback from our clients and consultants. The update subscription service includes major updates to regulations, legislation and standards.

Please return the completed order form and we will issue you with an invoice to your nominated email address. Once payment has been received, a link to your cloud files will be sent to your nominated email address.

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