

Service Level Agreement

Please note: For new clients, the timeframes below are from the signing of the service agreement.

Type of Service	Timeframes on Yes / No / Standby Responses	Yes Response
Personal Care Existing group <ul style="list-style-type: none"> Room cleans Laundry Morning showers – AV Morning showers – TF 	-	2 business days
Personal Care Non-existing group <ul style="list-style-type: none"> Afternoon showers Located at 660, 300, 137 	-	5 business days
Socials Reoccurring	-	10 business days
Socials One Off's	1 business day	10 business days
Socials Overnight stays	-	15 business days
Group Activities With AVAILABLE slots	-	2 business days
Group Activities With NO AVAILABLE slots	-	On standby list
Medical Emergency	CALL AMBULANCE	
Medical Urgent priority appointment	1 hour (phone call required)	-
Medical Appointments (less than 4 hours duration)	1 business day	5 business days
Medical Appointments (greater than 4 hours duration)	2 business days	10 business days

Australian Quality Care's goal is to deliver within these timeframes 99% of the time.

To Book a service call 07 2401 8200 or email bookings@aqcare.com.au