Services and Excluded Services: We will provide you with the Services [rest home care, hospital care, day care/respite care]. A range of services and other items are not included within these Services. These are:

**The following services are not covered by the fees:**

1. Specialised assessment and rehabilitation services – including specialist assessment for, and advice on, rehabilitation and specialised assessment (by accredited assessors) for individual customised equipment via ACC or Ministry funded Environmental Support Services provider.
2. Customised equipment, accessed through services funded by the relevant DHB or through specialised accredited assessors, such as wheelchairs modified for an individual’s use, seating systems for postural support, specialised communication equipment and other customised and personal care and mobility equipment.
3. The provision of equipment, aids, medical supplies or services that relate to conditions covered by separate funding from us, another DHB, or the Ministry except where these have been specified in Section D or Section E as forming part of the Services.
4. Services such as those provided by dentists, opticians, audiologists, chaplains, hairdressers, dry cleaners, and solicitors.
5. We are not responsible for the supply or purchase of residents clothing, personal toiletries or other items other than ordinary household supplies.
6. Charges for personal toll calls made by the Residents.
7. Insurance of the Resident’s personal belongings.
8. Non-subsidised medicines – many medicines are free but there are some which are not covered by any government subsidy – where there is a generic this can be substituted, where there is not, the client will need to pay the part charge.
9. Alternative medicines
10. Interpreter services
11. Doctors visits for private clients
12. Staff or finical support for individual residents shopping or errand outings.
13. Shopping for residents unless it can be done online.

**Access to Excluded and Additional Services:**

While not be part of the Services, we can arrange for you to have access to any Excluded Services at your cost.

Some Excluded Services and a number of other services can be purchased from us directly. These Excluded Services and other services are termed “**Additional Services**” in this Agreement.

Information on the ‘charges’ for these services will be made available from reception on request.