

# Support Coordination - About Our Fees

## Welcome to Rocky Bay

At Rocky Bay we understand that to help you achieve your goals, we need to make the most of every second together. With a longstanding history of being reliable, accountable, honest and professional, our team is committed to ensuring everything goes to plan.

Our customers are our first priority, that's why we are keen to explain how services are costed with complete openness and transparency. Rocky Bay will continue to evolve around the needs of our customers, so we encourage feedback to ensure we are always looking for better ways of working with you.

## What do my fees cover?

- Research
- Meetings
- Administration
- Reports
- Liaison and communication (e.g. emails, phone calls)
- Travel (for services provided at home or in the community)
- Late cancellations

## Promising you openness and transparency

Here are some examples of costs you might expect to see:

### Research

Includes the time it takes to research services to deliver services and the required documentation.

### Support Coordination phone calls and emails

Includes the time it takes Support Coordinators to understand, research, document notes and respond to your enquiries, and provide advice.

### Consultations and meetings

Includes the time it takes Support Coordinators to attend meetings, share information with each other and/or with significant stakeholders. Please note prior approval will be requested to attend meetings on your behalf with significant stakeholders.

At your request, Rocky Bay can provide you with a statement for the services you have received that will clearly show the amount of money you have used to date and the amount you have remaining on your plan.

For more information on the above, please speak to our Customer Engagement team on (08) **6282 1900** or email [enquiries@rockybay.org.au](mailto:enquiries@rockybay.org.au)

# Frequently Asked Questions

## 1. Why am I being charged for cancellations?

Please provide us with as much notice as possible if you need to reschedule and/or cancel an appointment. This allows other customers an opportunity to be seen. Cancellations less than 2 business days before the appointment are subject to a late cancellation fee. In exceptional circumstances we may consider reimbursing the cancellation fee. Read more about Rocky Bay's cancellation policy here [www.rockybay.org.au/our-commitment-to-you](http://www.rockybay.org.au/our-commitment-to-you)

## 2. What happens if I run out of Plan hours before the end date?

Your Support Coordinator will discuss at initial meeting the allocated hours and regularly review the services provided to you to ensure your expectations are being met and to help keep track of the hours within your Plan. If your hours are running low, we will discuss with you how to prioritise the use of the remaining hours. Depending on the situation, you may choose to speak with your LAC/Planner if you have concerns.

If you run out of hours before the Plan end date, you may request a continuation of services on a fee-for-service basis until the new Plan is in place.

## 3. When do Support Coordinators travel and how is this costed?

Support Coordinators will be available to travel to your home and/or community setting to support your needs. Travel is calculated from the closest Rocky Bay office to your home, this will not exceed the maximum travel charge of 30 minutes. We have many offices across the metropolitan area to support you at a location convenient to you, this will not incur a travel charge.

## 4. Who can I talk to for more information?

Our Customer Engagement team are here to answer any of your queries from 8.30am-5.00pm Monday to Friday. Please call (08) **6282 1900** or email [enquiries@rockybay.org.au](mailto:enquiries@rockybay.org.au)

