



Rocky Bay

HEALTH + COMMUNITY

Service Agreement Terms and Conditions



**Easy English
GUIDE**

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your partner in possibility

What is this Guide about

An Easy English guide is a summary of the important information of another document.

- Rocky Bay Terms and Conditions.



You can find the other document on our website

www.rockybay.org.au

When you see the words



- we
- our
- us

it means **Rocky Bay.**



Terms and Conditions are

- rules about your Service Agreement.

Terms and Conditions tell you about



- your Rights
- your Responsibilities

and



- our Rights
- our Responsibilities.



This guide tells you about the most important Terms and Conditions.



If you do not understand the full Terms and Conditions

Other people can help you.

Like your



- family



- support worker



- **Advocate**

An advocate is someone who can help you



- make decisions
- say what you want.



You can get someone to help you make decisions about your Service Agreement

A guardian that makes legal choices for you can help.



We will listen to that person.



We will ask you to pay for Services you get in your Service Agreement

You must tell us if



- your plan has changed
- your plan has stopped
- you have a new plan.



If a Service costs more we will



- tell you
- charge you the higher cost.



If you want to make changes to your Service Agreement



- you must tell us quickly.



If we can not provide a Service we will



- not charge you for it.



- If you cancel an appointment and do not tell us in time we will



- charge you for it.



- We will ask you if it is OK before telling others about your private information.



If you are not happy with your Service you must



- tell us



- we will try to make it better.

If we can not make it better you can



- ask someone to help you work out the problem.



An advocate is someone who can help you.

If you want to stop



- getting a Service
- or
- all Services

You must



- tell us 4 weeks before stopping

You can tell us



in person



by telephone



by email.

We can stop giving you a Service or stop all Services if you



- do not pay on time



- do not tell us you want to cancel an appointment in time



- do not tell us your funding plan has stopped



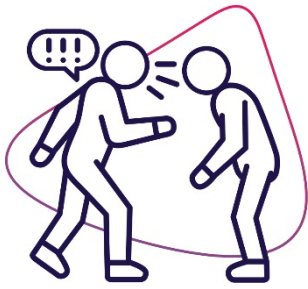
- do not tell us about your new plan.

We will tell you



4 weeks before stopping a Service

If we think



- someone is hurting you

or



- where you live is unsafe

We must tell



- the NDIS Quality and Safeguards Commission



- the police



If you do not have Transport in your Service Agreement or Plan

you must



- pay for Transport before getting the Service.

For more information about Terms and Conditions



- contact us



- call us on 08 **9383 6113**



- email us
enquiries@rockybay.org.au



- send us a letter
Rocky Bay
PO Box 53
Mosman Park WA 6912