Rocky Bay
HEALTH + COMMUNITY

Let's agree TO AGREE

Rocky Bay Service Agreements

Your Service Agreement is a formal arrangement between yourself and Rocky Bay. The Agreement sets out what we will both do, in partnership, in order to ensure you receive the best possible services and support.

As part of the Agreement, Rocky Bay will:

- Treat you and your property with courtesy and respect at all times
- Consult you on decisions about how your supports are provided
- Provide you the maximum possible notice if it is necessary to change any part of your service or support, including cancellations of appointments
- Protect your privacy and maintain confidentiality of your personal information
- Always let you know what we will charge for each service we provide you, including if prices change at any time

your partner in possibility

In turn, we ask you to please:

- Treat Rocky Bay and its representatives and property with courtesy and respect at all times
- Provide us with all appropriate information, as well as changes to your circumstances or health, so we can deliver safe and high quality services
- Please provide sufficient notice according to our cancellation policy. If you do not provide enough notice, you will be charged for the cancellation
- Pay any fees in a timely manner
- Provide 20 working days' notice if you want to cancel your services with us

How do I change this Agreement?

If you would like to change any part of your services, please speak to your Rocky Bay staff member or our Customer Engagement team. Any agreed changes will be documented in an amended Service Agreement.

How to Provide Feedback and Complaints

If you are unhappy with any aspect of your service at Rocky Bay, including your Service Agreement, please contact a Rocky Bay staff member or our Customer Engagement team.

- 08 6282 1900 | enquiry@rockybay.org.au
- Online Form: Visit **rockybay.org.au/feedback/** to submit your feedback/complaints online.

Important

This document is not a legal agreement. Customers should read and understand the Rocky Bay Service Agreement and Terms. The Rocky Bay Service Agreement is the legal contract that governs the relationship between Rocky Bay and our customers and will take precedence over all other documents with regard to this relationship to the maximum extent permitted by law.

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