



KEYSTONE

AUSTRALIA

A Central & Cohesive Source of Support & Stability

Proposal Acceptance Terms and Conditions

Within these Terms and Conditions established between Keystone Australia Pty Ltd ABN 50 678 444 758 (Keystone/Keystone Australia) and the contracting entity, the contracting entity shall be denoted as the *Customer*.

Scope of services:

The Services provided by Keystone encompass counselling, coaching, mentoring, mediation, critical incident response, training and professional development, assessments and advisory services.

The Customer acknowledges that the Services are provided solely for the benefit of their employees, and where authorised, the employees' immediate family members (*defined as those living in the same household as the supported employee*).

Customer employees (*and their family members as defined above*) are entitled to a specified number of sessions as outlined in the proposal provided by Keystone Australia. Additional sessions may be available for individual employees upon request and approval from the Customer's leadership team.

Service access:

Appointments for Services can be scheduled via the Consultation Booking Form on the Keystone website.

Alternatively, employees (and their family members) may text message the Link Consultant directly via the provided mobile number.

Cancellation policy for Sessions:



Web

keystoneaustralia.com



Email

info@keystoneaustralia



Address

PO Box 303

JERRABOMBERRA NSW 2619

Customer employees (and, where relevant, their family members) must provide at least 24 hours notice for any appointment cancellations or rescheduling requests.

Failure to provide the required notice will result in the missed session being deducted from the Customer's session balance.

Exceptions to the cancellation policy may be made in cases of emergencies or unforeseen circumstances, subject to Keystone's discretion.

Confidentiality:

Keystone ensures the confidentiality of all Customer information and communications in accordance with applicable laws and professional standards. This includes any information and communications with the Customer's employees (and their family members).

Terms of Critical Incident Response:

The Customer's leadership team can access critical incident support by phoning the designated number provided. This phone support will be charged at \$275 (plus GST) per hour in 15 minute increments.

If additional services are requested (such as short notice onsite visit or access to a dedicated Telehealth support service for staff), the price of these services will be provided on a case by case basis.

Liability:

Keystone shall not be liable for any indirect, incidental, or consequential damages arising out of or in connection with the provision of services, except where prohibited by law.

Consultants maintain their own insurance, and Keystone Australia Pty Ltd is not legally responsible for the actions of consultants engaged to deliver the service.

Termination of Contract:

Either party may terminate this contract by providing written notice to the other party three months in advance.



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In the event of termination by the Customer:

- the Customer shall settle any outstanding payments for services rendered up to the date of termination.
- The Customer will not be eligible to receive a refund for services paid in advance.

In the event of termination by Keystone Australia:

- the Customer shall settle any outstanding payments for services rendered up to the date of termination.
- The Customer will be eligible to receive a refund for services paid in advance.

Feedback and Evaluation:

Customers, their employees (and family members) are encouraged to provide feedback on their experience of Keystone to help improve services. This can be done using the 'Contact Us' form on the Keystone Australia website.

Acceptance of Proposal

Once the Proposal is accepted and signed as such by the authorised Customer representative, the proposal will form the basis of the commercial agreement for the provision of services by Keystone Australia Pty Ltd to the Customer.



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