



# Retirement Village Resident Feedback Survey (RVRFS) Application

## Schedule of Fees

*Prices are current for 2021 only*

Please tick appropriate box

	ex-GST	GST	inc-GST
Up to 50 units	\$268.18	\$26.82	\$295.00
51 – 100 units	\$409.09	\$40.91	\$450.00
101 – 150 units	\$550.00	\$55.00	\$605.00
151+ units	\$690.91	\$69.09	\$760.00

### Contact Information:

Title: \_\_\_\_\_ Name: (First name, Second name) Gender (please specify): \_\_\_\_\_

Retirement Village Name: \_\_\_\_\_

Premises Address: Street: \_\_\_\_\_  
Town/Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Postal Address: Street: \_\_\_\_\_  
Town/Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Total No. of Units: \_\_\_\_\_ Non-profit Profit

Administration Method:

Mixed Mode  
(Online survey via URL, QR code and paper)

Online Only

Paper Only

*I understand that this activity must be completed within three (3) months of enrolment*

### Payment Information:

Payment has been made for the amount of \$ \_\_\_\_\_ (inc-GST) by the following method:

Bank Transfer: Focused Evaluations Program Pty Ltd  
BSB: 064-110  
Acc. No: 10276795

Credit Card: *Please note a Bank Service Fee of 1.5% will be added to credit card transactions (ONLY Visa and Mastercard accepted)*

Name on card: \_\_\_\_\_

Card No: \_\_\_\_\_ Exp: mm / yy CVV: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return completed form to:  
info@cfepsurveys.com.au

For any queries please contact the  
CFEP Surveys Team on:  
E: info@cfepsurveys.com.au  
P: (07) 3855 2093  
W: www.cfepsurveys.com.au

#### OFFICE USE ONLY

Received:

ORG:

SID:

PID:

QID: 715

## STANDARD TERMS AND CONDITIONS FOR SUPPLY OF SERVICES

### 1 INTERPRETATION

In this document the following words shall have the following meanings:

- 1.1 "Customer" means any person who purchases Services from the Supplier;
- 1.2 "Supplier" means Focused Evaluations Program Pty Ltd trading as CFEP Surveys of PO Box 588, Everton Park, Brisbane Qld 4053;
- 1.3 "Terms and Conditions" means the terms and conditions of supply set out in this document and any special terms and conditions agreed in writing by the Supplier.

### 2 GENERAL

2.1 These Terms and Conditions shall apply to all contracts for the supply of Services by the Supplier to the Customer and shall prevail over any other documentation or communication from the Customer.

2.2 Any variation to these Terms and Conditions shall be inapplicable unless agreed in writing by the Supplier.

### 3 PRICE AND PAYMENT

3.1 Payment of the price shall usually be paid on application for individual surveys and by contract or Service Level Agreement terms as applicable. Payment can be made by credit/debit card using the application form, by bank transfer or by invoice upon request.

3.2 Additional charges apply for services, replacement survey materials (hard copy) and for additional services by negotiation.

3.3 The Supplier will send an electronic (PDF) report to the Customer once all feedback data is received and analysed, usually within 15 business days of sufficient data being received.

3.4 The Supplier reserves the right to modify, update or run promotions on any service at any time. The Supplier reserves the right to change the price of any service at any time. Once a service has been ordered, the price shall remain fixed for the Customer. Under no circumstances shall the Supplier refund the difference should the price of that service decrease.

### 4 CUSTOMER'S OBLIGATIONS

To enable the Supplier to perform its obligations the Customer shall:

- 4.1 Provide the Supplier with any information reasonably required by the Supplier;
- 4.2 Keep the supplier notified of their correct name, postal address and any phone or e-mail information.
- 4.3 Comply with such other requirements as agreed between the parties.
- 4.4 Comply with all other statutory requirements – particularly in regards to data protection and confidentiality.

### 5 SUPPLIER'S OBLIGATIONS

5.1 The Supplier shall perform the Services with reasonable skill and care and to a reasonable standard in accordance with recognised standards and codes of practice.

5.2 The Supplier accepts all responsibility for the condition of tools and equipment used in the performance of the Services and shall ensure that any materials supplied shall be free of defects at the point of dispatch.

5.3 Survey material will be sent within 5 working days of receipt of the application and payment unless otherwise agreed by contract/Service Level Agreement.

5.4 Data protection: Paper copies of any questionnaire will not be returned to the customer. This is in accordance with CFEP Survey's confidentiality policy.

5.5. To ensure the anonymity of patients, colleagues and all individual team members, all written comments will be de-identified as part of the survey data analysis

### 6 LIMITATION OF LIABILITY

6.1 Nothing in these Terms and Conditions shall exclude or limit the liability of the Supplier for death or personal injury. However, the Supplier shall not be liable for any direct loss or damage suffered by the Customer howsoever caused, as a result of any negligence, breach of contract or otherwise in excess of the price of the Services.

6.2 The Supplier shall not be liable under any circumstances to the Customer or any third party for any indirect or consequential loss of profit or other economic loss suffered by the Customer howsoever caused, as a result of any negligence, breach of contract, misrepresentation or otherwise.

6.3 The Supplier cannot accept liability for items lost in the post en route from and to CFEP Surveys.

### 7 CANCELLATIONS

7.1 Returns/refunds policy: Where a Customer cancels their order after receiving the survey material, the Supplier shall offer the Customer a 50% refund.

7.2 Where a Customer fails to complete the survey for reasons unrelated to CFEP Surveys; no refund is applicable.

7.3 Both parties must return or destroy information received from the other if asked to do so.

7.4 Survey collection must occur within a reasonable time period (3 months, unless otherwise indicated on the application form, or agreed in writing between the parties).

### 8 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

### 9 CFEP SURVEYS' PROPERTY

9.1 The contents and Intellectual Property of the CFEP Surveys' website may not be copied, reproduced, distributed, republished, displayed, posted or transmitted in any form or by any means without the prior express written permission of CFEP Surveys.

9.2 Format, Intellectual Property and layout of the questionnaire is the property of CFEP Surveys.

9.3 Processing of any data entered onto the questionnaire by anyone other than CFEP Surveys is strictly forbidden.

9.4 Data and Intellectual Property collected is owned by CFEP Surveys. Data and Intellectual Property will be stored in perpetuity by CFEP Surveys and may be used in an anonymised format for research purposes.

9.5 Where issues of patient safety or serious misconduct are identified in the survey data, or where required to by law, CFEP Surveys may pass on survey data to regulatory bodies or law enforcement.

### 10 COPYRIGHT

Surveys may only be used in the format in which the Supplier issues them, be it written form on paper, provided in an electronic format or in any other medium. Surveys may not be used in any other format other than that supplied. Customers may not at any time, without prior written permission of the Supplier, make copies or reproductions (in whatever form) of the questionnaires or survey material. Where any such copy is considered reasonably necessary, the Supplier will provide written permission.

### 11 SEVERANCE

If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated.

### 12 GOVERNING LAW

These Terms and Conditions shall be governed by and construed in accordance with the law of Australia and the parties hereby submit to the exclusive jurisdiction of the Australian courts.