

Referral and Payment Form

The Good Day Call service is available to people aged 50 or over, living in Scotland.

To refer someone to the service we will need some information about the person you are referring, and about you. You can refer someone to the service using this form or by calling the Good Day Calls service on **01856 898 222**. Completed forms can be emailed to **gdc@agescotland.org.uk**

About the person being referred:

Name (and what they prefer to be called)

Address

Telephone (landline)

Telephone (mobile)

Email

Do they have a call blocker on their telephone? Yes / No / Don't Know

About you:

Name

Address

Telephone (landline)

Telephone (mobile)

Email

Please tick to confirm that the older person has agreed for us to contact them

Your relationship to the person you are referring

If you are making the referral as part of your job, who do you work for?

Do you provide a service to this person?

How did you hear about the Good Day Calls service?

Age Scotland is committed to protecting your privacy and takes its data protection responsibilities and obligations seriously in compliance with data protection law. The personal data we collect for the Good Day Call Service will be processed under the lawful basis of our contract with you and in the vital interests of the client and in accordance with our Privacy Policy. For further information on how Age Scotland processes your personal data, please read our Privacy Policy. By signing this form you agree to the terms of service as detailed in the Service Agreement at the end of this document.

Signature

Date

What happens next:

We need information from the person you are referring to confirm that they want to receive calls from the Good Day Calls service, schedule suitable times and to obtain their consent to keep their personal information. We also need details of 2 contacts who have agreed to be contacted when we are unable to reach the client by telephone.

Once we have been in touch with the person you have referred we will not share any of their information with you without their permission and the content of calls will be confidential.

Paying for the service for UK FUNDERS BY DIRECT DEBIT

The Good Day Calls service costs £50 per month.

Funders in the UK are requested to pay by Direct Debit using the form overleaf.

Confirmation

Signed Date

If signing on behalf of the account holder please indicate the authorisation held to do this

eg. Power of Attorney etc

Paying for the service for NON-UK FUNDERS BY CREDIT CARD

The Good Day Calls service costs £600 per annum.

Non-UK funders can pay by credit card annually in advance using the form below. Funders in the UK are requested to pay by Direct Debit using the form overleaf. Alternatively, you can make credit card payments by telephone on **01856 898 222**.

Name (as written on card)

Card Number

Expiry

Start

Issue number

Security code

Please debit my card by £600 annually in advance

Signed Date

Good Day Calls Service Agreement

This service agreement specifies the agreed terms under which Age Scotland shall provide the Good Day Calls.

- The services will be provided by Age Scotland, company limited by guarantee (company number SC153343) and registered Scottish charity (charity number SC010100 with its registered office at Causewayside House, 160 Causewayside, Edinburgh EH9 1PR.
- Age Scotland will call the client each day, or on agreed days, and at an agreed time. There may be occasions when changes will be necessary and in such circumstances the client will be given as much notice as possible.
- Age Scotland will ensure regular staff work with each client to build relationships.
- Should a client not respond to the daily call and two follow up calls 15 minutes apart on the same day, or the reply we receive gives Age Scotland cause for concern, Age Scotland will contact the named contact(s) who will arrange for a check to be made at the client's home. If the named contacts are unreachable or are unable to make contact at the client's home then Age Scotland will make escalations as appropriate in accordance to Age Scotland's protocols. The ultimate escalation shall be to Police Scotland and Age Scotland shall have no liability beyond the notification of Police Scotland.
- Good Day Calls Service is not an emergency or medical service.
- This agreement can be ended by any party at any time by the giving one month's notice.
- Age Scotland will contact the client six monthly to review the service. A review can also be requested if a request is made to make changes to the service received.
- If you have any problems or complaints about the service received from Good Day Calls, the client or funder should bring this to the attention of the Manager of the Age Scotland, Good Day Calls service at any time using the contact details below.
- The personal data of the client and funder is processed by Age Scotland in compliance with data protection law and in accordance with its Privacy Policy , which can be viewed at www.agescotland.org.uk/privacypolicy. The personal data is processed under the lawful bases of performance of a contract and to protect the vital interests of the client, and will not be used for any other purpose or transferred to other parties unless specified as part of this service.
- The charge for the service is £50.00 which is payable by direct debit. A facility to pay annually in advance by credit card is also available. This may be varied from time to time at Age Scotland's sole discretion. Breaks in the provision of the service for less than one month will be continue to be charged at the usual monthly rate.
- If funding is provided by a third party, Age Scotland will notify the client if funding is withdrawn.

Should you have queries in relation to this Good Day Calls Service Agreement, please contact the Manager of the Age Scotland Good Day Calls service on **01856 898 222**.