

Terms and Conditions | Product Disclosure Statement

Service: In Home and Community Supports

Product: In Community

These are Terms and Conditions for In Community Support. You need to read these with the My Service Agreement Terms and Conditions.

1. What if I need to schedule, reschedule, or did not attend my service?

- a)** We are available between 8am – 8pm on Monday to Friday, and 8am – 4pm on weekends and public holidays to assist you with rescheduling your services.
- b)** To schedule or reschedule your service, email northcott@northcott.com.au or call 1800 818 286.
- c)** Let us know at least 24 hours before your service if you need to reschedule, otherwise you may need to pay for the service.
- d)** If you give us less than 24 hours notice we may claim the cost of the Support directly from the NDIA for a maximum of eight (8) times each year.
- e)** If you end or leave your service while it is being delivered, we may still charge you for the whole time.
- f)** If you don't attend your service, and don't let us know, you may still need to pay for the service.
- g)** We need at least 5 days notice to schedule a service to give us time to meet your needs.
- h)** If you can't give us 5 days notice, we will try our best to meet your needs.
- i)** You can only book appointments for services you have signed to, in this Agreement. See section 6 'What if you need to change your Agreement with us?' in the Terms and Conditions if you would like to add another service to your Agreement.

2. What is not included in the price of this product?

- a) You will need to pay out of pocket expenses for:
- Entry fees and activity fees
 - Specialised Equipment
 - Personal Care Products
- b) If our worker comes to see you after visiting another customer, the NDIA let's us claim up to 20 minutes for their travel.
- c) If our worker travels on public transport with you and they are not covered by your companion card or you can't pay for them at the time, this will be charged as a separate cost.
- d) The cost of your transport is not included.
- e) If you have complex needs and we need to introduce a new worker to you, we may charge you for a shadow shift. This is where your experienced worker will teach your new worker how to support you. We can only charge you for up to 6 hours of weekday support each year.
- f) If we will be providing you with at least 20 hours of support per month we may be able to charge your NDIS plan for an Establishment Fee to pay for the set up of your service. If we can charge you this Fee it will be included in your My Service Agreement **Fees and Charges**.
- g) By law, Northcott must report to the government if we think a person is being abused or neglected. If we need to do this for you, we will charge the time it takes to your NDIS Plan.