

My Service Agreement

Terms and Conditions | Product Disclosure Statement



Service: Coordination of Supports Product: Support Connection

These are Terms and Conditions for the product Support Connection. 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 by 3pm the day before your scheduled service otherwise you will be charged 90% of the agreed service cost.
- d) If you notify us after 3pm the day before your scheduled service we may claim the cost of service directly from the NDIA.
- e) If you end or leave during service, we may still charge you for the whole time.
- f) If you don't attend your service, and don't let us know, you will be charged for 90% of the agreed service cost.
- 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 service?

- b) You will be charged for our staff travel to provide you service.
- c) 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.

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3. What the NDIS says is Reasonable and Necessary:

In order to be considered reasonable and necessary, a support must:

- be related to the participant's disability
- not include day-to-day living costs that are not related to a participant's disability support needs
- represent value for money
- be likely to be effective and beneficial to the participant, and take into account informal supports given to participants by families, carers, networks, and the community.