

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



**Service: Housing and Supported Independent Living**

**Product: Shared Housing and Individual Housing**

These are Terms and Conditions for Shared Housing and Individual Housing. You need to read these with the My Service Agreement Terms and Conditions.

## 1. What does Supported Independent Living mean at Northcott?

To live in Northcott housing you will need to:

- a) have (or be eligible to have) Supported Independent Living funding in your NDIS Plan and willing to choose Northcott to be your Supported Independent Living Provider.
- b) agree to allow Northcott to access to your bedroom, bathroom or other personal spaces to provide you with necessary support. Northcott workers will need to access to your home, including your bedroom and bathroom. Workers will respect your personal space at all times.

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

- a) Any costs for your visitors.
- b) Replacement or repairs and maintenance costs for personal furniture and items you may use at home such as electrical appliances and bedroom furniture.
- c) Telephone and Internet costs.
- d) Personal items you may use at home such as toiletries, clothes, household items, electrical appliances and bedroom furniture.
- e) Personal care equipment such as slings, continence aids, HEN products and communication devices.
- f) Medication costs, Health Care Assessments and medical treatments.
- g) Cost for your Support Worker to be with you while on holidays or during activities. For example drinks, meals, event tickets and entry fees that are not covered by your Companion Card

# My Service Agreement

Terms and Conditions | Product Disclosure Statement

**Service: Housing and Supported Independent Living**

**Product: Shared Housing and Individual Housing**

## 3. What Terms and Conditions do I need to follow?

You will need to follow the Terms and Conditions below that have been ticked  Yes.

Yes

No

### 3a. Specialist Disability Accommodation

- a) To live in a registered Northcott Specialist Disability Accommodation house you will need to have (or be eligible to have) Specialist Disability Accommodation in your NDIS plan.
- b) We will claim all of the Specialist Disability Accommodation funding you have been allocated from your NDIS Plan (in your plan under Home Modification). We will use this funding to ensure your home is in a good state of repair and regularly maintained including reasonable and necessary adaptations that may have been included in the home due to your disability.
- c) Northcott will need to access to your bedroom, bathroom or other personal spaces to carry out inspections, repairs and maintenance. Northcott will give you a minimum of 24 hours notice for this access except when the access is required for an emergency inspection and/or repair.

Yes

No

### 3b. Rent

- a) You will need to pay rent each fortnight. Rent will be 25% of your Disability Support Pension plus 100% of your Rental Assistance (or an equal amount if you are not eligible for Centrelink payments) and will be paid by you using an automated payment arrangement for example, Centerpay.
- b) As your Rental Contribution is a percentage, it will change when either the amount of the Disability Support Pension and/or Commonwealth Rental Assistance change. We will assist you to update your automated payment arrangement, for example, Centerpay, when this occurs.

### Residential Tenancy Agreement

- c) Northcott Housing is about where you live so the Tenancy Laws that apply to this Service Agreement with Northcott are:
  - o The Residential Tenancies Act 2010
  - o The Residential Tenancies Regulation 2010
- d) Under these laws you are the “Tenant” and Northcott is the “Landlord” and we both must obey these laws, including having a Residential Tenancy Agreement signed by you, your Nominee or your legal guardian.

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



**Service: Housing and Supported Independent Living**

**Product: Shared Housing and Individual Housing**

This agreement means:

- e) You agree to pay rent to Northcott to use the property or part of the property (for example, only one bedroom and common space) as a home.
- f) The property may be shared with other tenants or you may have the property to yourself.
- g) You have the right to occupy your room and use the Shared Areas of the property.
- h) You may use the property for other things, for example, running a legal business as long as the property is mainly used as a home.
- i) As your Landlord, Northcott will give you a Condition Report for the building when you sign the Residential Tenancy Agreement. The Condition Report given to you states we have checked the quality of the home (inside and outside). You can also add any concerns about the building you see and give a copy of the 'Condition Report' with your notes to Northcott. As a Tenant you are also required to not damage the property where you live so the Condition Report will help show this when your Residential Tenancy Agreement ends.
- j) Northcott, as your Landlord, can access the shared areas of the property at any reasonable time to inspect, repair, maintain and renovate these areas.

Yes     No    **3c. Board**

- a) You will need to pay a fortnightly fee for your board to cover your share of food, laundry, housekeeping, and common utilities. This fortnightly fee will be 50% of your Disability Support Pension (or an equal amount if you are not eligible for the Disability Support Pension) plus 100% of your Energy Allowance (if you are eligible for this) and will be paid by you using an automated payment arrangement, for example, Centerpay.
- b) As your Board is a percentage, it will change if your Disability Support Pension and Energy Allowance changes. We will assist you to update your automated payment arrangement, for example, Centerpay, when this occurs.

Yes     No    **3d. Transport**

- a) If you are unable to catch public transport and you need Northcott to provide you with reasonable household related travel to medical appointments, shopping, your day program or other household outings in your local community you will also need to pay a fortnightly fee for your transport. Unless you have a separate arrangement in place, this fortnightly fee will be 100% of your Transport Allowance (Mobility Allowance) and will be paid by you using an automated payment arrangement, for example, Centerpay.
- b) Transport will only be offered to you if Northcott has suitable vehicles available.

# My Service Agreement

Terms and Conditions | Product Disclosure Statement

**Service: Housing and Supported Independent Living**

**Product: Shared Housing and Individual Housing**

Yes  No **3e. What will the people I share with expect from me?**

- a) Have your say in making decisions about how the house is run.
- b) Be willing to share doing household tasks such as shopping, meal preparation and cleaning to the best of your ability.
- c) Let others, the people you live with and staff, know if you are having visitors over and make sure visitors behave in a way that does not put other residents and staff in danger.
- d) Talk with the other residents if you have a disagreement. If you still don't agree, ask a staff person to help you.

Yes  No **3f. Can I have Pets?**

You may be able to have a pet if:

- a) Your Residential Tenancy Agreement lets you have pets on the property and you have approval in writing from your Landlord, before getting a pet.
- b) You will be responsible for the care of your pet, their behaviour and the cost of looking after your pet. Northcott does not take responsibility for the care and safety of pets.
- c) It is safe for you and the people you share with to have a pet in the house. Northcott will do a risk assessment to determine if it is safe.

## **4. What happens if my support needs change during my Agreement with Northcott?**

- a) If your support needs at home change, it may change how much we need to charge your NDIS plan. If this happens you will need to request a review of your NDIS plan and Northcott will need to:
  - o provide a new quote to the NDIA
  - o update your Service Agreement with the new amount we will charge.
- b) Any changes to your Northcott My Service Agreement will be in writing, and we will ask you to sign and date the new agreement.

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



**Service: Housing and Supported Independent Living**

**Product: Shared Housing and Individual Housing**

## 5. Ending this Agreement and moving out of the house?

- a) The conditions of when we can both end this agreement are covered in the "My Service Agreement Terms and Conditions". For Shared Housing and Individual Housing, additional terms and conditions apply:
- Moving out of the house will end your Service Agreement with Northcott. You will need to give Northcott notice that you are moving and the notice period for moving out of the house will be the same amount of notice you are required to give under your Tenancy Agreement or 60 days if you have not signed a Tenancy Agreement with Northcott.
  - You will need to keep paying Rent during the notice period.
  - You will need to keep paying Board, Transport, and Northcott will continue to claim from your NDIS plan during the notice period.
  - If you receive Specialist Disability Accommodation funding, Northcott will continue to claim this from your NDIS plan during the notice period.
  - Northcott may need access to your bedroom, bathroom or other personal spaces during the notice period to show a new tenant. We will give you 48 hours notice if we need to do this.