

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



## Service: Housing and Supported Independent Living

### Product: Supported Living

These are Terms and Conditions for the product Supported Living. 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](mailto: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 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 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.

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



**Service: Housing and Supported Independent Living**

**Product: Supported Living**

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

- a) You will need to pay out of pocket expenses for:
- Specialised Equipment
  - Personal Care Products
  - Our worker to travel on public transport with you if they are not covered by your companion card.
  - Parking tickets, tolls and other vehicle expenses
- b) Transport during service delivery will be charged as a separate cost.
- c) You will be charged up to 20 minutes for our staff travel time.
- d) 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.
- e) 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.

## 3. What the NDIA 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.