

## Service: Short Breaks and Outings Product: Mini Breaks

These are Terms and Conditions for the product Mini Breaks. You need to read these with the My Service Agreement Terms and Conditions.

### 1. What if you need to schedule, reschedule or you did not attend the service?

- a) We are available between 8am – 8pm on Monday to Friday, and 8am – 4pm on weekends and public holidays to assist you with scheduling or 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) You will need to give 5 days notice to reschedule or change a scheduled service that is longer than 8 hours continuous duration. Otherwise you will be charged 90% of the agreed service cost to your NDIS plan.

E.g. a 24 hour support scheduled for 5pm on Friday will require notice to be given by 4pm on Sunday the week before. Our Customer Service Team is available from 8am – 8pm Monday to Friday and 8am – 4pm on weekends.

- d) If you cannot attend a ticket related event we will charge you for the cost of the ticket because this has already been paid for.
- e) If you cancel or leave your service while it is being delivered, we will still charge you for the whole time.
- f) If you don't attend your service, and don't let us know, you will still need to pay for the service.
- g) You need to let us know as early as possible when you would like to schedule a service.
- h) You can only book appointments for services you have signed to in your My Service 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.

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

- a) You will need to pay out of pocket expenses for:
- Entry fees and activity fees.
  - Specialised equipment including manual handling equipment.
  - Personal care products.
  - Our staff member to travel on public transport with you if they are not covered by your companion card.
  - Parking tickets, tolls and other vehicle expenses.
  - Your transport to get to us.
- b) If you have complex needs and we need to introduce a new staff member to you, we may charge you for a shadow shift. This is where your experienced staff member will teach your new staff member how to support you. We can only charge you for up to 6 hours of weekday support each year.
- 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.
- d) Transport during service delivery will be charged as a separate cost. **Yes**      **No**

### 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.