

Service: Out of School Hours Care Product: Vacation Care

These are Terms and Conditions for the product Vacation Care. 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 scheduling or rescheduling your services.
- b) To schedule or reschedule your service, email 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 end or leave during service, we may still charge you for the whole time.
- e) If you don't attend your service, and don't let us know, you will be charged for 90% of the agreed service cost.
- f) We need at least 5 days notice to schedule a service to give us time to meet your needs.
- g) If you can't give us 5 days notice, we will try our best to meet your needs.
- h) 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.

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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.
 - Personal care products.
 - Our worker to travel on public transport with your child if they are not covered by their companion card.
 - Parking tickets, tolls and other vehicle expenses.
 - Your child's transport to get to us.
- b) Transport during service delivery will be charged as a separate cost.
- c) You will need to provide food for your child.
- d) 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 your child, 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.