

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



## Service: In Home and Community Supports Product: In Home

These are Terms and Conditions for the product In Home Support. 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) You will need to give 2 days notice to reschedule or change a scheduled service that is less than 8 hours continuous duration. Otherwise you will be charged 90% of the agreed service cost to your NDIS plan.

E.g. a 5 hour support scheduled for 2pm on Thursday will require notice to be given by 8pm on Monday. Our Customer Service Team is available from 8am – 8pm Monday to Friday and 8am – 4pm on weekends.

- d) 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 Sunday the week before. Our Customer Service Team is available from 8am – 8pm Monday to Friday and 8am – 4pm on weekends.

- 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.

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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:
- 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 30 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) If we will be providing you with at least 20 hours of support per month we may be able to charge your NDIS plan for an Establishment Fee to pay for the set up of your service. If we can charge you this Fee it will be included in your My Service Agreement **Fees and Charges**.
- f) 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.