

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 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.
- d) You have agreed to a program of support which means you will:
 - Agree to pay for the entire amount you have signed up for even if you cannot attend your scheduled service
 - You can exit a program of support at anytime with 2 weeks notice to avoid any Cancellation fees
 - Your Account Manager will contact you and check in every 12 weeks to review your supports and ensure your supports are meeting your goal outcomes.

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.

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- 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:

- a) 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