

# My Service Agreement

## Terms and Conditions | Product Disclosure Statement



### Service: Therapy

### Product: Therapy

These are Terms and Conditions for the product Therapy. 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](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 100% of the agreed service cost to your NDIS plan.

E.g. a 2 hour support scheduled for 2pm on Thursday will require notice to be given by 8pm Monday. 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 100% 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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## Service: Therapy Product: Therapy

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

- a) You may be charged up to 30 minutes each way in metropolitan areas and up to 60 minutes each way in regional areas for staff to travel to you.
- b) 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.