

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



## Service: Coordination of Supports

## Product: Specialist Support Coordination

These are Terms and Conditions for the product Specialist Support Coordination. 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 on Monday. Our Customer Service Team is available from 8am – 8pm Monday to Friday and 8am – 4pm on weekends.

- d) The types of scheduled supports that may incur a cancellation fee include – Face to face meetings, case conferences, networking meetings, pre-planned telephone meetings.
- 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 100% 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) Staff may travel to you to provide face to face support. Travel is an additional cost and will be charged to your Coordination of Supports funding package.
- b) Travel costs that will be charged for face to face appointments:
  - Staff time taken to travel to and from the appointment
  - Kilometers travelled to and from the appointment charged at the rate on your Northcott My Service Agreement Fees and Charges.
  - Parking (if required)
  - Tolls (if there are any on route to and from the appointment)
- 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.

### 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.

### 4. What about Conflict of Interest?

Your Support Coordinator will:

- Support you to exercise choice and control over your support options.
- Assist you to understand the difference between the provision of Coordination of Supports and other reasonable and necessary supports funded in your plan.
- Provide you with transparent, factual advice about a range of service providers available.
- Not influence your selection of services providers. Any choice you make about who will provide other supports will not impact on Coordination of Supports.
- Manage conflict of interests in line with NDIS Practice Standards and Quality Indicators.