

## Service: Therapy Product: Early Childhood Therapy

These are Terms and Conditions for the product Early Childhood 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 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) Let us know by 2 days before your scheduled service otherwise you will be charged 100% of the agreed service cost.
- d) If you notify us after the 2 day notice period your scheduled service we may claim the cost of service directly from the NDIA.
- 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 five (5) days notice to schedule a service to give us time to meet your needs.
- h) If you can't give us five (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.

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

- a) 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.

# My Service Agreement

Terms and Conditions | Product Disclosure Statement



**Service: Therapy**

**Product: Early Childhood Therapy**

### **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.