

## Service: Out of School Hours Care Product: After School Care

These are Terms and Conditions for the product After School 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](mailto: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) 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.