

Service: Short Breaks and Outings Product: Mini Breaks

These are Terms and Conditions for the product Mini Breaks. You need to read these with the My Service Agreement Terms and Conditions.

1. What if you need to schedule, reschedule or you did not attend the 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 will need to give 5 days notice to reschedule or change a scheduled service that is longer than 8 hours continuous duration. Otherwise you will be charged 100% of the agreed service cost to your NDIS plan.

E.g. a 24 hour support scheduled for 5pm on Friday will require notice to be given by 4pm on Sunday the week before. Our Customer Service Team is available from 8am – 8pm Monday to Friday and 8am – 4pm on weekends.

- d) If you cannot attend a ticket related event we will charge you for the cost of the ticket because this has already been paid for.
- e) If you cancel or leave your service while it is being delivered, we will still charge you for the whole time.
- f) If you don't attend your service, and don't let us know, you will still need to pay for the service.
- g) You need to let us know as early as possible when you would like to schedule a service.
- h) You can only book appointments for services you have signed to in your My Service 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) You will need to pay out of pocket expenses for:
- Entry fees and activity fees.
 - Specialised equipment including manual handling equipment.
 - Personal care products.
 - Our staff member to travel on public transport with you if they are not covered by your companion card.
 - Parking tickets, tolls and other vehicle expenses.
 - Your transport to get to us.
- b) If you have complex needs and we need to introduce a new staff member to you, we may charge you for a shadow shift. This is where your experienced staff member will teach your new staff member how to support you. We can only charge you for up to 6 hours of weekday support each year.
- 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.
- d) Transport during service delivery will be charged as a separate cost. **Yes** **No**

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.