

# My Service Agreement

## Terms and Conditions | Product Disclosure Statement



### Service: Everyday Life Skills Product: Group

These are Terms and Conditions for the product Everyday Life Skills Group. 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 5 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) 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.

#### 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.

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- Personal care products.
  - Our worker 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)** Transport during service delivery will be charged as a separate cost.
- c)** Personal care will be charged as a separate cost and will be charged as per your support needs.
- d)** If you go over the time of your planned personal care support by more than 30 minutes, we will charge you extra personal care for that day.
- e)** If you don't use your planned personal care during your planned support, we will charge you for personal care because we have provided the staff to support you.
- f)** Mealtime assistance will be charged as a separate cost as per your support needs.
- g)** If you have complex needs, need 1:1 support and we need to introduce a new worker to you, we may charge you for a shadow shift. This is where your experienced worker will teach your new worker how to support you. We can only charge you for up to 6 hours of weekday support each year.
- h)** 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.