

Bedford Day Options and Community Access and Lifestyle Terms and Conditions

The *Bedford NDIS Service Agreement* references Terms and Conditions applicable to the Agreement made between the parties. This document *Bedford Day Options and Community Access and Lifestyle Terms and Conditions* contains the Terms and Conditions, and outlines information regarding:

- a program of support
- notice periods
- changing the Service Agreement
- ending the Service Agreement

It is important that you are aware of this information to assist you in understanding the Terms and Conditions when signing your Service Agreement.

As a client receiving services and supports from Bedford, you agree to comply with these Terms and Conditions, your Service Agreement, and Bedford's Policies and Procedures.

PROGRAM OF SUPPORT

Bedford operate services using the 'Program of Support' model. In the [NDIS Pricing Arrangements and Price Limits](#), the National Disability Insurance Agency (NDIA) advise that providers of group-based supports can enter into an agreement with a participant for a program of support. Under a program of support the NDIA state that:

- supports are not subject to the NDIA's short notice cancellation rules
- a program of support can be no longer than 12 weeks in duration
- participants are able to exit from a program of support without cost, subject to a notice period of two (2) weeks
- supports work towards the achievement of program outcomes

Under a program of support, you will be billed for your supports based on your Schedule of Support. You will not be billed:

- for public holidays unless agreed in your scheduled supports
- for shutdown periods where services and supports are not provided
- if you end your program of support having given a minimum of two (2) weeks notice

Bedford will draw down on your NDIS funding for the delivery of supports as agreed upon in your Service Agreement. The following supports may be applicable to your program of support:

- group supports
- individual supports
- provider travel
- activity-based transport
- non-face-to-face supports
- centre capital costs
- shadow shifts

Bedford is eligible for the Temporary Transformation Payment (TTP). Bedford will draw down funds against the relevant budgets in your NDIS plan using the TTP items as per the [NDIS Pricing Arrangements and Price Limits](#).

Group Supports

Requests for changes to a program of support may not be able to be actioned within a current program of support period. Bedford will determine if requested changes can occur and will advise when this is not possible. Bedford cannot guarantee you will be able to access the same supports if you choose to exit a program of support.

Individual Supports

If you receive individual supports, the program of support model will still apply. However, the notice period required to cancel a session is two (2) full business days. Bedford cannot guarantee you will be able to access the same supports if you choose to exit a program of support.

Non-Face-to-Face Supports

Bedford will claim for non-face-to-face supports from your NDIS plan to help cover the cost of the following supports:

- progress noting and progress reports
- case conferences and engagement with your supports
- task and activity customisation
- development of resources for program activities

Provider Travel

Labour Costs

The delivery of some supports requires workers to travel to and from services. This is known as Provider Travel and will be claimed at the NDIS rate if agreed in your scheduled supports.

Non-Labour Costs

The non-labour costs incurred by a support worker when travelling to deliver face-to-face supports to you will be claimed at the NDIS rate if agreed in your scheduled supports.

Activity-Based Transport

Bedford is entitled to bill for any non-labour costs associated with transporting you to or from, or as part of a community participation support. This is to help cover the running costs of vehicles. You will be invoiced the NDIS rate for every kilometre travelled associated with your supports. The support worker's time will be claimed as per the agreed hourly rate for their time delivering the supports.

Centre Capital Costs

If the support that you are receiving is being delivered in a Centre owned or leased by Bedford, Bedford will claim Centre Capital Costs. These costs were introduced by the NDIA to help support the cost of running and maintaining service provider's facilities and are set out in the [NDIS Pricing Arrangements and Price Limits](#). The Centre Capital Costs will be claimed for the entire duration of the support, even if the supports are delivered partially in the community.

Shadow Shifts

Shadow shifts may be claimed where you have complex support needs that may be best met by introducing a new worker before supports are provided independently. Where the client would require shadow shifts to assist the introduction of new workers, Bedford is able to claim for up to six hours of support per year.

NOTICE PERIODS

- your program of support will automatically roll over, unless you notify Bedford that you wish to cancel, end, or change as per these Terms and Conditions
- you must give two (2) weeks notice to cancel your program of support when delivered in a group
- if you receive one-to-one supports, you must provide at least two (2) full business days notice to cancel your supports
- you will incur the full fee for the scheduled period of supports if you do not provide the required notice
- Bedford may choose to cancel, alter, or end services and supports following a two (2) week notice period
- notice periods will be waived if either party seriously breach the Service Agreement

Typically, Bedford has a two (2) week shutdown period each year for Day Options where supports and services are unavailable. Bedford will communicate shutdown details, including dates, in accordance with the Notice Periods.

CHANGING YOUR SERVICE AGREEMENT

Contact your Client Services Representative (CSR) to request a change to your Service Agreement if you are receiving services and supports in metropolitan Adelaide.

Contact your local Manager to request a change to your Service Agreement if you are receiving services and supports outside metropolitan Adelaide.

ENDING YOUR SERVICE AGREEMENT

Contact your Client Services Representative (CSR) to end your Service Agreement if you are receiving services and supports in metropolitan Adelaide.

Contact your local Manager to end your Service Agreement if you are receiving services and supports outside metropolitan Adelaide.

Participant name:

Date

Participant signature:

If applicable

Participant
Representative name:

Date

Participant representative signature:

Authorised Bedford
Representative name:

Date

Authorised Bedford representative signature: