

Bedford Supports in Employment Terms and Conditions

The *Bedford NDIS Service Agreement* references Terms and Conditions applicable to the Agreement made between the parties. This document *Bedford Supports in Employment 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 supports in employment from Bedford, you agree to comply with the Terms and Conditions of your Employment Contract, Bedford Policies and Procedures, and your Service Agreement, as well as these Terms and Conditions.

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 supports 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 you are rostered to work or have scheduled supports
- for approved leave with a minimum of two (2) weeks notice
- 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 are applicable to your program of support:

- On the Job Supervision and Workplace Training
- Non-Face-to-Face Supports
- Centre Capital Costs

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](#).

On the Job Supervision and Workplace Training

Supports in Employment may be provided one-to-one or within a group-based setting, assisting with expected employer supports, according to the intensity and frequency of supports delivered to achieve employment goals. Supports can include:

- on-the-job assessments related to your work
- job customisation
- on-the-job training and intermittent support with daily work tasks
- direct supervision and/or group-based support to enable meaningful participation at work
- supports to manage disability-related behaviour or complex needs at work

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
- assistance with job customisation
- development of resources for program activities

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 shift.

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

Funding for Supports in Employment is provided over a 48-week period per annum. Typically, Bedford has four (4) weeks of shutdown each year where services, supports and employment 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 Personnel and Training Officer (PTO) 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 Personnel and Training Officer (PTO) 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: