

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
- billing
- notice periods
- changing the Service Agreement
- ending the Service Agreement

As a client opting into receiving supports and services from Bedford, you agree to comply with these Terms and Conditions. You understand Bedford may update its Terms and Conditions and that Bedford will provide you with an updated copy in the event this occurs.

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 six months in duration
- where a program of support is longer than 12 weeks, providers must ensure that participants have an opportunity to regularly review their program of support
- providers and participants can agree to a new program of support
- where a participant stops attending an agreed program of support but does not provide a notice, a provider may only continue claiming for a total of four (4) weeks from when the participant stopped attending - this is considered a planned exit
- a provider is not able to continue to claim past four (4) consecutive weeks of non-attendance, unless the participant notifies the provider during that period that they wish to continue in the program of support
- 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
- for approved leave with a minimum of two (2) weeks' notice - any leave will be billed where the two weeks' notice is not provided (eg, sick leave, carers leave, parental leave, personal leave, annual leave, and / or leave without pay, etc)
- for scheduled shutdown periods where services and supports are not provided, as directed by Bedford
- if you end your program of support having given a minimum of two (2) weeks' notice

Bedford will bill against your NDIS funding for the delivery of supports as agreed upon in your Schedule of Support. The following supports may be applicable to your program of support:

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

Bedford is eligible for the Temporary Transformation Payment (TTP). Bedford will charge 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.

Activity Based Transport (ABT)

Ability to get yourself to and home from work is a requirement of Bedford's employment eligibility criteria. However, in some occasions there may be the requirement to support with transport for specific jobs. Bedford is entitled to bill for any non-labour costs associated with transporting you, if part of your supports and agreed in your scheduled supports. ABT helps cover the running costs of vehicles. If this is included in your scheduled supports, you will be invoiced the NDIS rate for every kilometre travelled associated with your supports as per your Schedule of Support. The worker's time will be claimed as per the agreed hourly rate for their time delivering the supports.

BILLING

If a new NDIS plan is generated or an extension occurs, Bedford will continue to provide and charge for supports on the same terms as contained in the most recent Agreement, and applicable Schedule of Support and Terms and Conditions. You are required to cancel services if you do not wish for this to occur. Bedford will develop a new Service Agreement as soon as practicable to do so. Please note, supports and services are subject to standard rounding when the ratio results in the amount being greater than two decimal points.

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 end your Program of Support - please refer to your employment contract for your employment notice period
- 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 may 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 up to 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. You can do this by letting them know in person, over the phone or via email.

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. You can do this by letting them know in person, over the phone or via email.

ENDING YOUR SERVICE AGREEMENT

Contact your Personnel and Training Officer (PTO) to end your Service Agreement. You can do this by letting them know in person, over the phone or via email.