

Product Disclosure Statement:

At Home or Out and About

These are Terms and Conditions for the product At Home or Out and About. You need to read these with the DSA Service Agreement and Consent Terms and Conditions.

1. What is included in your service:

- 1.1. Regular and/or consistent support in the home, with active overnight and/or sleepover support, as requested.
- 1.2. Support with personal care routines including showering, toileting, assisted lifts and mealtime assistance.
- 1.3. Assistance with household tasks such as preparing meals, washing clothes and cleaning.
- 1.4. Support with complex medical needs, positive behaviour support management, administering medication (which can include bowel care management, catheter management, epilepsy, asthma and tube feeding).
- 1.5. Support to go out and about into the community as requested.

2. What is not included in your service:

- 2.1. Specialised equipment and/or personal care products.
- 2.2. The cost of our worker to travel on public transport with you if they are not covered by your companion card.
- 2.3. Parking tickets, tolls and other vehicle expenses.
- 2.4. Transport during service delivery will be charged as a separate cost.
- 2.5. You will need to pay for entry fees (tickets), if you want your Support Worker to be with you during activities that are not covered by your Companion Card.
- 2.6. You will need to pay for your own drinks, meals and entry fees for any activities you wish to participate in.

3. We agree to:

- 3.1. Provide supports based on your needs, offering you choice and control in how service is provided. We will ask for and record your support worker preferences as well as ensure they are trained in your individual needs.
- 3.2. Include you in the selection process of your support workers. If recruiting workers to support you, we will include you or your representative on the interview panel.
- 3.3. Assist you to communicate your needs, changes, concerns and feedback to the relevant DSA staff member.

- 3.4. Provide supervision to our support worker to ensure their performance is consistent with this agreement and your safety and well-being. Preferably these will be undertaken in-person.
- 3.5. Meet with you bi-annually, where practical, face to face to discuss service quality and satisfaction.
- 3.6. Proactively work with your support coordinator and/or other services supporting you to ensure your safety and well-being. This will be done but is not limited to; information sharing and inclusion in participant review meetings.

4. You agree to:

- 4.1. Provide access to your home and any areas required to meet your support needs, such as bathroom, kitchen etc.
- 4.2. DSA reviewing your care plans to understand your individual support needs to support you in your home. This includes support for complex medical needs, positive behaviour support management, administering medication and/or clinical support such as therapy.
- 4.3. DSA recommending changes to your support needs such as positive support management where relevant.
- 4.4. Provide DSA with your staff preferences within your service plan.
- 4.5. Share the details of other services that may be supporting you.
- 4.6. Provide feedback regarding your supports and engage in a monthly discussion regarding your services.

5. What if you need to change or reschedule, or do not attend a scheduled service?

- 5.1. We are available between 8:30am and 5:00pm Monday to Friday on 1300 372 121.
- 5.2. You will need to give two (2) business 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.
- 5.3. If you end or leave during service, we may still charge you for the whole time.
- 5.4. If you don't attend your service, and don't let us know, you will be charged for 100% of the agreed service cost.
- 5.5. We need at least (five) 5 days' notice to schedule a service to give us time to meet your needs. If you can't give us five (5) days' notice, we will try our best to meet your needs.
- 5.6. You can only book appointments for services you have signed to receive in your Service Agreement.

6. Reasonable and Necessary

- 6.1. The National Disability Insurance Agency (NDIA) considers reasonable and necessary supports, as:
 - 6.1.1. Related to the participant's disability.
 - 6.1.2. Not include day-to-day living costs that are not related to a participant's disability support needs.
 - 6.1.3. Represent value for money.
 - 6.1.4. Be likely to be effective and beneficial to the participant and take into account informal supports given to participants by families, cares, networks, and the community.