

Product Disclosure Statement:

School Leaver Employment Supports

This Product Disclosure Statement: Terms and Conditions is for Disability Services Australia's (DSA's) School Leaver Employment Supports services and should be read with your DSA Service Agreement and Consent Terms and Conditions Agreement.

1. What is included in your service:

- 1.1. You will have access to 18 hours of support per week, which can be delivered to you in a group setting, individual setting, work experience environment or training environment.
- 1.2. Quarterly reports for you and a nominated person outlining your progress towards your employment goals.

2. What is not included in your service:

- 2.1. The cost of our worker to travel on public transport with you if they are not covered by your companion card.
- 2.2. Parking tickets, tolls and other vehicle expenses.
- 2.3. Transport if required during service delivery, this will be charged as a separate cost.
- 2.4. If you require Personal Care or Mealtime assistance this will be quoted and charged as a separate cost.

3. We agree to:

- 3.1. Provide supports based on your needs, offering you choice and control in how service is provided to you.
- 3.2. Apply a strengths-based approach when developing your employment goals and strategies.
- 3.3. Track and monitor your goals through your DSA Individual Employment Plan.

4. You agree to:

- 4.1. Engage and participate in developing your DSA Individual Employment Plan and identifying your personal goals that you would like to work on. Your parent/ carer may also participate in this process if they wish to do so.
- 4.2. DSA reviewing you care plans to understand your individual support needs. This may include support for complex medical needs, positive behavior support management, administering medication and/or clinical support such as therapy.

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) days business 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. You will need to give us four (4) weeks notice if you won't be attending the DSA SLES service for more than one month (31 days). An example of this is if you go to TAFE. If you do not give us four (4) weeks notice, we will continue to charge the full weekly rate.
- 5.4. If you end or leave during service, we may still charge you for the whole time.
- 5.5. If you don't attend your service, and don't let us know, you will be charged for 100% of the agreed service cost.

6. Reasonable and Necessary

- 6.1. The 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.