
NDIS Participants Service Bookings

Short Term Accommodation & Community Participation

Special Terms And Conditions

NDIS FUNDED GROUP AND CUSTOM SERVICE

The NDIA funds reasonable and necessary supports that help a participant reach their goals, objectives and aspirations and to undertake activities to enable the participant's social and economic participation.

CUSTOMER SERVICE STANDARDS

We are committed to providing the best customer service to the highest standards. Our policies are designed to ensure our services are safe, reliable, confidential, flexible and guided by customer preferences. As a registered NDIS Provider we are required to comply to a range of legislative requirements:

- NDIS Quality and Safeguarding Framework
- National Standards for Disability Services
- the NDIS Code of Conduct

GUIDING PRINCIPLES

The NDIS provides funding to participants for supports and services aimed at increasing independence, inclusion, and social and economic participation. In line with the NDIS Pricing Arrangements supports must be reasonable and necessary:

1. Supports funded by the NDIS need to:
 - a. be related to the participant's disability;
 - b. not include day-to-day living costs not related to a participant's disability support needs;
 - c. represent value for money; and
 - d. be likely to be effective and beneficial to the participant.
2. Providers should not claim for:
 - a. supports from a participant's plan where the support is not in line with the participant's goals, objectives and aspirations or where the support is not reasonable and necessary.
 - b. supports from a participant's plan where the support is more appropriately funded or provided through other service systems.
3. Providers should not claim payment from participant's plans for expenses related to Recreational Pursuits:
 - a. expenses related to recreational pursuits, such as event tickets for the participant, as they are not covered by the NDIS; or
 - b. the cost of entry for a paid support worker to attend a social or recreational event.

SERVICE AGREEMENT

NDIS Service Agreements are required for all NDIA funded services and describe the supports agreed to including:

- Type of Service Support
- The Time and Duration of Support
- The Costs of the support
- A Service Description
- How to submit feedback or make a complaint

SERVICE AGREEMENT TERMS

Participant and provider responsibilities are listed in the signed NDIS Service Agreements.

Short-term Supported Accommodation Duration : 24 hrs DEFINITION From time to time, NDIS participants may require temporary comprehensive supports that are different from their usual arrangements. These are non-typical days and may include Short Term Accommodation (STA) in a group-based facility. Typically, this type of support would be used for short periods of up to 14 days at a time.	Community Participation Duration : Hourly DEFINITION Supports enable a participant to engage in community, social or recreational activities. They may be provided in community settings at standard or higher intensity rates. Includes getaways, classes and vacation activities that have capacity building components that can include innovative community participation activities.
INCLUSIONS - INTEGRATED 24HR All supported short term accommodation Services are offered with: <ol style="list-style-type: none"> 1. Single room with private bathroom facilities 2. All meals BLD, snacks and drinks. 3. Local excursions and community activities. 4. Personal guest support services (per guest service ratios) 5. Transport - local outings, errands and shopping 	INCLUSIONS - SUPPORT ONLY All community participation Supports are offered with: <ol style="list-style-type: none"> a) Personal guest support services (per service ratio 1:1) Standard hourly Day Rates are priced (per support ratio) : 16 hours per day plus a shared 8 hr non-active overnight fee
PRICE : NDIS Pricing: Assistance with Daily Life 1:3 1:2 1:1 <ul style="list-style-type: none"> ● STA And Assistance (Inc. Respite) 	PRICE : NDIS Pricing : Assistance with Social, Economic and Community Participation 1:3 1:2 1:1 <ul style="list-style-type: none"> ● Group Activities In The Community ● Access Community Social And Rec Activities

EXCLUSIONS

Where these services are delivered in a community, getaway, excursion or travel environment all additional expenses are the responsibility of the participant.¹

Short-term Supported Accommodation	Community Participation
PARTICIPANT TO SELF FUND Prices DO NOT include (unless otherwise specified): <ol style="list-style-type: none"> 1. Transport to/from regional destinations, home transfers 2. Participant personal spending money; 3. Soft or alcoholic beverages, barista coffees; 4. Ticketed Activity Fees 5. Medical or first aid supplies; or 6. Equipment rental : mobility / medical 	PARTICIPANT TO SELF FUND Prices DO NOT include (unless otherwise specified): <ol style="list-style-type: none"> a) Transport - local, regional or other b) Accommodation c) Meals d) Participant personal spending money; e) Soft or alcoholic beverages, barista coffees; f) Ticketed Activity Fees g) Medical or first aid supplies; or h) Equipment rental : mobility / medical

¹ Transport (km) fee exceptions may apply to participants with Activity Based Transport provided for in their NDIS Plan

PAYMENTS

SELF-MANAGED PARTICIPANTS

Participants who are self-managing their plan are invoiced by, and pay, Social Solutions WA directly. Participants use the provided invoice and receipt to acquit the expenditure against their plan using the 'myplace' participant portal.

PLAN-MANAGED PARTICIPANTS

Social Solutions will send invoices directly to the participant's plan manager. The plan manager will process the payment through the 'myplace' provider portal and pay the provider within five working days of the completion of the delivery of service with the preference being immediately in accordance with the [NDIS Guidelines](#) for Plan Managers.

NDIA-MANAGED PARTICIPANTS

Social Solutions WA submits a payment request through the myplace provider portal to receive payment for the agreed services after the services have been provided.

CANCELLATION

Where Social Solutions WA has a Short Notice Cancellation (or no show) it is able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the [NDIS Pricing Arrangements](#) and the terms of the service agreement with the participant.

1. A cancellation is a short notice cancellation if the participant:
 - a. does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
 - b. has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - i. the support is less than 8 hours continuous duration; AND
 - ii. the agreed total price for the support is less than \$1000; or
 - iii. has given less than five (5) clear business days' notice for any other support.
2. Social Solutions WA can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:
 - a. the NDIS Price Guide indicates that Social Solutions WA can claim for Short Notice Cancellations in respect of that support item; and
 - b. the proposed charges for the activities comply with the NDIS Price Guide; and
 - c. Social Solutions WA has the agreement of the participant in advance (that is, the service agreement between the participant and Social Solutions WA should specify that Short Notice Cancellations can be claimed); and
 - d. the provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

COMPLAINTS

We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you can let Social Solutions WA Management know. We will attempt to resolve the matter immediately but if you remain dissatisfied, we ask that you refer to our [Customer Complaints and Disputes Policy](#) (download [HERE](#)). You can also provide feedback or complaint directly to the National Disability Insurance Agency (NDIA) via the instructions at the [NDIS Complaints and Feedback](#) page.