
Terms And Conditions

NDIS Service Bookings – Community Participation

NDIS FUNDED GROUP AND INDIVIDUAL 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 support 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

TYPES OF NDIS FUNDED SUPPORT

<p>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 day excursions, getaways, classes and vacation activities that have capacity building components that can include innovative community participation activities.</p>
<p>AIMS Increased opportunities to:</p> <ul style="list-style-type: none"> • Meet new people and socialise with like minded peers (Shared) • Experience new activities and interests • Increase physical activity and improve mental wellbeing • Improve Social Skills and confidence • Access community events, festivals and attractions • Increase independence and opportunities for social inclusion.
<p>SUPPORT Description All community participation hourly prices include a Qualified level 2.1 or higher Community Support worker. Schads Award applies to all shifts. Services may be provided in individual or group settings subject to appropriate shared support ratios.</p>
<p>PRICE : Pricing aligns with the NDIS Pricing Arrangements and Price Limits SUPPORT : Assistance with Social, Economic and Community Participation</p> <ul style="list-style-type: none"> • Group Activities In The Community \$XX.XX - Hourly 04_104_0136_6_1 Group Activities - Standard - Saturday 04_591_0136_6_1 Activity Based Transport 04_799_0136_6_1 Provider travel - non-labour costs • Access Community Social And Rec Activities \$XX.XX - Hourly 04_105_0125_6_1 Access Community Social and Rec Activ - Standard - Saturday <p>OTHER SERVICE COSTS (By Agreement)</p> <ul style="list-style-type: none"> 04_590_0125_6_1 Activity Based Transport 04_799_0125_6_1 Provider travel - non-labour costs

PAYMENTS NDIS SERVICES

Payment terms are STRICTLY NO LATER THAN 14 DAYS after service completion for all NDIS services and late fees may apply to delayed invoice 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. Payment terms are STRICTLY NO LATER THAN 14 DAYS after service completion

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. Payment terms are STRICTLY NO LATER THAN 14 DAYS after service completion.

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. Payment is usually processed within 1-5 days after service completion.

GOODS AND SERVICES TAX (GST)

Where GST FREE services are provided, the Participant and Social Solutions WA confirms that:

- the Participant has a NDIS plan
- the NDIS plan is expected to remain in effect while the supports are provided
- the supply is of reasonable and necessary supports, and described in the participant's NDIS plan
- there is a written agreement to deliver these supports,
- the Participant will inform Social Solutions WA if there is a change to the NDIS plan, if it is suspended, replaced, or if the participant stops being an NDIS participant.

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.

ENDING OR CHANGING YOUR SERVICE AGREEMENT

1. Any changes need to be agreed in writing by the Participant and Social Solutions WA.
2. If the Participant or Social Solutions WA wants to end or change the service agreement they must give

at least 5 days notice.

- The participant must tell Social Solutions WA if their current NDIS plan is suspended, replaced or if they stop being a NDIS participant. We will only provide agreed services within the agreement start and end dates, and while there is an active plan. To receive services after the service agreement end date, or with a replacement plan, the Participant must request a new service agreement.

NON-NDIS FUNDED SERVICES

Where services are delivered in a community, getaway, excursion or travel environment additional expenses may be incurred. These additional expenses are itemised separately and may include entrance costs, travel, transport food, or other expenses. These expenses are generally not funded by the NDIA and are the financial responsibility of the participant.¹

EXCLUSIONS

Short-term Supported Accommodation	Community Participation
<p>PARTICIPANT TO SELF FUND Prices DO NOT include (unless otherwise specified):</p> <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 	<p>PARTICIPANT TO SELF FUND Prices DO NOT include (unless otherwise specified):</p> <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

PAYMENTS FOR NON-NDIS EXPENSES (SELF FUNDED)

All travel and leisure related expenses are subject to 50% deposit terms and 100% up-front payment 14 days prior to departure.

You must pay for these things, for both yourself and the worker, where applicable.

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.

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