



Learning and Experiences Hub Terms and Conditions

The *Bedford NDIS Service Agreement* references Terms and Conditions. This document contains terms and conditions for services the Learning and Experiences Hub provides. As a client of Bedford Services and Advisory (Bedford), you and/or your Representative agree to comply with these Terms and Conditions. If you are self-funded (privately paying), invoices will not be paid using NDIS funds, though services and supports will be provided in context to the NDIS framework.

Billing and Payment for Services

Bedford will bill for supports as agreed upon in your Schedule of Support, Terms and Conditions and Service Agreement.

Payment will be required based on the way your budget is managed. Bedford will send invoices directly to your plan manager if you are plan managed. If self managed, Bedford will send invoices to you or your nominated representative. Bedford requires you to share requested details to provide and continue services. Your Schedule of Support will be sent to your Plan Manager or you/your nominated self managed representative advising of the cost and that this be quarantined.

Bedford will make a service booking in the National Disability Insurance Agency's (NDIA) portal for the total amount in your Schedule of Support, if you are agency managed and not yet transitioned to NDIA's new computer system (PACE). Payment for billable claims will then be submitted to NDIA. If you have transitioned to PACE and are agency managed, Bedford will submit claims to NDIA and will not be required to make a service booking. In this instance Bedford will need to be endorsed as a 'My Provider' so NDIA make payment in a timely manner. Your Client Services Representative (CSR) can help with this.

Services are subject to standard rounding when the ratio results in the amount being greater than two decimal points. Remote pricing is applied if applicable. Where additional services are required and provided, Bedford will seek payment in accordance with applicable rates. Bedford will require you or your representative to assist in seeking payment for any amounts owed but are not paid for any reason.

Supports

The following Core funded supports may be included in your Schedule of Support if applicable:

- Group and Centre Based Activities and Centre Capital Costs
- Assistance to Access Community, Social and Recreational Activities
- High Intensity Supports
- Non-Face-to-Face Supports
- Provider Travel
- Activity Based Transport
- Shadow Shifts
- Establishment fee

Group and Centre Based Activities and Centre Capital Costs

This is support to access community, social and recreational activities provided in a group setting, either in the community or a centre. Learning Hub and centre based Experiences programs operate under this line. Support will be charged at the applicable support ratio, day of the week and time.

Bedford will claim Centre Capital Costs (CCC) if the support is provided in a centre owned or leased by Bedford. CCC supports running and facility maintenance costs. CCC will be claimed for the entire shift as the centre is available.

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Assistance to Access Community, Social and Recreational Activities

This is support to engage in community, social and recreational activities, either in a group or as an individual. Experiences programs operate under this NDIS line if the program is not centre based. This will be charged at the applicable support ratio, day of the week and time.

High Intensity Supports

High Intensity Supports pricing may be used for Learning and Experiences if criteria is met. A support is considered a High Intensity support if you require assistance from a disability support worker who has one or more of the high intensity support skills specified in the NDIS Commission's Practice Standards.

Non-Face-to-Face Supports

Bedford will claim for Non-Face-to-Face supports to help cover the cost of the following:

- progress noting and progress reports
- case conferences and engagement with your supports
- task and activity customisation
- development and procuring of resources for program activities
- indirect time such as individualised training or related activities specific to your supports

Provider Travel

Labour Costs

The delivery of some supports requires workers to travel to and from services. This is known as Provider Travel and will be claimed at the NDIS rate if applicable.

Non-labour Costs

The non-labour costs incurred by a support worker when travelling to deliver face-to-face supports to you will be claimed at the NDIS rate if applicable.

Activity Based Transport

Bedford is entitled to bill for any non-labour costs associated with transporting you to or from, or as part of a community participation support. This is to help cover the running costs of vehicles. You will be invoiced the specified rate for every kilometre travelled associated with your supports. The support worker's time will be claimed as per the agreed hourly rate for their time delivering the supports.

Shadow Shifts

Shadow shifts may be claimed where you have complex support needs that may be best met by introducing a new worker before supports are provided independently. Where you require shadow shifts to assist the introduction of new workers, Bedford can claim for up to six hours of support per year.

Establishment Fee

Bedford is eligible to charge this fee if you are a new client who will receive 20 hours of support per month for 3 consecutive months. This covers some of the time and resources invested in ensuring Bedford delivers high quality and personalised supports. This can only ever be charged once by one service at Bedford. If you did not previously meet the criteria to be charged this fee, and increase your support provided by Bedford, this fee may be charged.

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Program of Support and Notice Periods

Bedford operates our services using the 'Program of Support' model. The NDIA advises providers can enter into an agreement with a client for a program of support. Under this 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 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 unless agreed in your scheduled supports
- for scheduled shutdown periods where services and supports are not provided as directed by Bedford
- if you exit your program of support having given a minimum of two (2) weeks notice

Requests for changes to a program of support may not be able to be actioned within a current program of support period. Bedford will determine if requested changes can occur and will advise when this is not possible. Bedford cannot guarantee you will be able to access the same supports if you choose to exit a program of support.

Typically, Bedford has a two (2) week shutdown period each year for the Learning Hub where supports and services are unavailable. Bedford will communicate shutdown details, including dates, in accordance with the Notice Periods.

Notice Periods

- 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
- your program of support will automatically roll over, unless you notify Bedford that you wish to end (exit) your program or change as per these Terms and Conditions
- you will incur the full fee for the scheduled period of supports if you do not provide the required notice



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The following applies depending on whether you receive group or individual supports:

Group supports

- you must give two (2) weeks notice to end (exit from) your program of support
- ending your program of support does not mean cancelling your spot for a short period of time whilst you're away from the program, ending means completely exiting and that you will no longer be a client of the service
- if you are away from the program and want your spot held you will continue to be charged, should you not want this you will need to exit and provide the required notice
- this is in place as supports are based on a group ratio, Bedford still needs to pay the staff member supporting the group you are in and we cannot temporarily provide support to someone else for a short period of time to fill your spot

Individual supports

The program of support model still applies for the purposes of the program. However, NDIA's short-notice cancellation rules apply for ending (exiting from) or cancelling supports.

Cancelling Supports

- you must provide at least seven (7) full business days notice to cancel your supports if going on leave/not requiring support

Ending your Program of Support

- Bedford requests you provide 2 weeks notice if you are ending (exiting from) your program of support
- Short notice cancellation rules will apply to the billing of your service from the date of notification

Changing Your POS/Service Agreement and Changes to your NDIS plan or Funding

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 Service Agreement, Schedule of Support and applicable Terms and Conditions. A new Service Agreement will be developed as soon as practicable to do so. You are required to end services in line with the notice periods if you do not wish for this to occur.

Contact your Client Services Representative (CSR) to request a change. You can do this by letting them know in person, over the phone or via email. Alternatively, you can contact Bedford's Client Engagement team who can put you in touch with your CSR. Client Engagement can be contacted on (08) 8116 2162 or clientmanagement@bedfordgroup.com.au

Contact your CSR or the Client Engagement team also if you need to advise of any changes to your NDIS plan and/or funding.

Ending Your Service Agreement

Contact your local Manager to end your program and therefore your Service Agreement. You can do this by letting them know in person, over the phone or via email. Alternatively, you can contact your CSR or Bedford's Client Engagement team using details above.