

[www.Connect2Home.com.au](http://www.Connect2Home.com.au)  
 Ph: 0448 634 817, (03) 430 90212  
 PO Box 35 Wendouree, Victoria, 3355  
 E: [tony@Connect2Home.com.au](mailto:tony@Connect2Home.com.au)  
 ABN: 57628353051  
 NDIS Registration No: 4050066158



## Terms of Business:

### Conditions of Service:

The provider (Connect to Home SDA Consultants) offers services on the following conditions:

- The service only offers support coordination services designed to develop and submit Specialist Disability Accommodation (SDA) applications on behalf of NDIS participants.
- The service does not offer support coordination services other than those linked to SDA housing inquiries. The service is happy to share funds with another support coordination service that attends to tasks other than SDA applications and associated tasks.
- NDIS participants requesting services from Connect to Home SDA Consultants must have a housing goal in their NDIS plan or a willingness to have a plan changed to reflect this. An additional charge may be applied by Connect to Home SDA Consultants to lodge a plan review to change goals.
- Charges are in line with the NDIS price guide as per level 2 Support Coordination rates. A total rate for service will be set before work starts. The service charges a standard rate of 40 hours level 2 support coordination. This will be noted in a service agreement signed by both parties.
- Service agreements signed and given to participants will include a schedule of agreed supports describing the service and total amount of funds to be claimed.
- Payment will only be claimed by the provider once work is delivered or complete.
- Non-direct services will be claimed from NDIS plans. A large portion of the provider role involves reports and other functions done when the participant is not present.
- No gap fees between set Price Guide rate and a higher charge will be requested. NDIS price rates will be adhered to by the provider.
- No additional fees including credit charge surcharges or additional fees will be charged unless allowed in the NDIS Price Guide.
- Support Coordination fees are GST free.
- Services are fully funded by the NDIS
- Payment is requested within 14 days of service.
- Invoices for payment will be sent to participants or their representative in four (4) lots of 10 hours level two support coordination after service is delivered.
- A 100% cancellation fee deducted from NDIS funds applies for cancellation with less than 48 hours' notice.
- Written notice is required where a participant wants to cancel a service completely. Additional charges will be applied to finalise the client file and file closed within 7 days of notification.

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### **Compliance:**

The registered provider (Connect to Home SDA Consultants) must act in good faith and in the interests of the NDIS participant. To achieve this the provider will when delivering supports or conducting a business in relation to the delivery supports comply with the following:

- The NDIS Act, The Rules, all relevant NDIS Guidelines, and all policies issues by the NDIA (as in force from time to time).
- The registered providers own Code of Conduct and Service Charter.
- Any Commonwealth, state or territory laws, and any other requirements that are applicable to the registered provider, included, but not limited to the Privacy Act (Cth), The Australian Consumer Law, and any relevant quality and safeguards law, including Quality and Assurance Safeguards Working Arrangements and the guide to Suitability.

### **Business Practice and Service Delivery:**

The registered provider will:

- Work with the participant to establish a written service agreement detailing service to be delivered and received. All supports must be delivered in accordance with that agreement.
- Service agreements must be consistent with the NDIS'S pricing arrangements, guidelines, and the requirements of the *A New Tax System (Goods and Services Tax) Act 1999* regarding the application of the goods and services tax to its services.
- The service agreement must also provide information on complaint handling and dispute resolution processes.

### **Insurance:**

The registered provider will maintain an adequate level of insurance, including public liability insurance, professional indemnity insurance, and workers compensation insurance when employing workers. All insurance must be taken out with an insurer recognised by the Australian Prudential Regulation Authority or regulated by a State/Territory Auditor General.

### **Identification as an NDIS Scheme provider and use of the NDIS logo:**

Connect to Home SDA Consultants are a registered NDIS provider. Approved logo's attesting to this fact are displayed on the providers website, stationary and other advertising mediums. This is not taken as any professional relationship or representative status of Connect to Home SDA Consultants as a contractor or any other sort of relationship with the NDIS other than as a registered provider.

### **Conflicts of interest:**

The provider must act in the best interests of participants, ensuring that participants are informed, empowered and able to maximise choice and control. The provider must not (by act

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or omission) constrain, influence or direct decision making by a person with a disability and/or their family so as to limit that person's access to information, opportunity and choice and control. The service complies with any Operational Guidelines and pricing arrangements issued by the NIDS relating to conflict of interest.

The provider has steps in place to proactively manage perceived or actual conflicts of interest, including organisational policies that can be viewed on the provider website. The provider also maintains a conflict of interest register which participants can request information on. The participant has a right to expect disclosure of information that might reasonably lead to a conflict of interest in terms of service received.

#### **Provision of Service:**

The service will comply with any directions or guidelines issued by the NDIS on managing conflicts of interest in cases where there is a heightened risk to the participant, due to the vulnerability of the participant, or the scope and magnitude of supports. The service maintains a delivery of service policy that can be viewed on the service website.

#### **Gifts, benefits, and commissions:**

The provider must not accept any offer of money, gifts, services, or benefits that would cause them to act contrary to the interests of the participant. Further, the provider must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of provider of provision of supports to a participant. This includes the obtaining or offering of any form of commission.

#### **Maintenance, Records and Audit:**

The provider must keep full and accurate records and financial records of the supports delivered to NDIS participants, along with records of service agreements. Financial records and accounts must be retained for a period of no less than five (5) years from the date of issue. The provider's retention of all records must also comply with all relevant statutes, regulations, by laws and requirements of any Commonwealth, State, Territory or Local Authority.

#### **Provision of Information:**

The provider is compelled to recommit to the NDIS Terms of Business as in force on an annual basis.

#### **Inspection of Records:**

The provider must make available any records to the NDIS (the agency) available for inspection where a lawful authority or reason for inspection exists. The provider must also comply with a request for records made to under section 6C of the *Freedom of Information Act 1982*.

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### **Complaints:**

The provider has a clear and accessible complaints handling and dispute resolution process. Records of any complaints are to be maintained for at least five (5) years or as required by law. The provider may where required be referred to commonwealth and/or state jurisdictions in line with the service delivered.