



SpectrumSpace

SPECTRUM SPACE

Social Group Terms and Conditions

Doc No: SS ADM
F054
Revision No: 003
Date: 08/01/2021

Securing enrolment

- We require a completed registration form and accompanying documentation for additional support needs if applicable, prior to attendance at the first session. These must be returned to enrolments@spectrumspace.org.au before confirmation. We require all behavioural, asthma, epilepsy and other applicable plans for review so we can ensure we can cater for the participant in a group setting.

Enrolments

- Participants are enrolled for their respective groups for the calendar year or until further notice is given by the participant or their parent/guardian. If participants wish to enrol on a term by term or on a casual basis, please inform our office by calling (08) 9431 2111 or emailing enrolments at enrolments@spectrumspace.org.au. Please see the **Termination of service with Spectrum Space** section if you would like to amend your enrolment with us.
- Participants will be invoiced fortnightly at our NDIS rates for social group attendances. If you do not have an NDIS plan, you can access our social groups using a subsidised rate. Please email enrolments@spectrumspace.org.au if you require an NDIS quote or to ask about subsidies for social group attendances.

Service Design

- Our social groups and the service design is developed quarterly in collaboration with our participants. This includes activities and general expected behaviours in a group setting which are signed off by the participants. It is a condition of attendance that participants agree to and they are required to respect these.

Excursions

- All excursion cost for Awesome and YES groups are covered by the organisation excluding food and drinks. Participants will need to pay for these.
- Step into Social group excursion costs are payable each day on the day by the participant, including food and entrance fees.

Money handling

- Staff will not be responsible for the handling of participant's money during the group. Participants who choose to bring their own money will be solely responsible for its use. Should participants choose to bring money for excursions, it is recommended that they bring an appropriate amount of money and carry it in a secure place.
- If there are concerns noticed around the use of personal money, this may be raised with the parent/guardian if the participant is under the age of 18.

Cancellation of individual sessions

- If unable to attend a session, please notify us by email at enrolments@spectrumspace.org.au and include your group facilitator. Alternatively, you can call Spectrum Space on (08) 9431 2111 between the hours of 9am and 5pm on weekdays and we will pass onto your respective group facilitator. Sessions cancelled by 3pm the previous day will not be invoiced.
-





SpectrumSpace

SPECTRUM SPACE

Social Group Terms and Conditions

Doc No: SS ADM
F054
Revision No: 003
Date: 08/01/2021

Termination of service with Spectrum Space

- Once enrolled terminations of service must be received in writing to enrolments@spectrumspace.org.au
- Terminations of service require minimum one month's notice.
- If the participant is moving from Spectrum Space to another service provider and would like a handover this can be arranged to support a smooth transition for the participant. In the email advising of the cancellation, please include the name and contact of the new provider and consent to release handover information to them.
- An exit interview will be provided via return email to help identify areas of improvement.
- Participants must abide by the Code of Conduct

