



SpectrumSpace

SPECTRUM SPACE

Social Group Terms and Conditions

Doc No: SS ADM
F054
Revision No: 003
Date: 08/01/2022

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 to ensure we can cater for the participant in a group setting.
- Once a participant has been accepted into one of our social groups, Spectrum Space will offer you one free trial session. To continue enrolment past the trial session, Spectrum Space will issue you with a service agreement which will need to be signed prior to your next attendance.
- Participants are enrolled for their respective groups for the calendar year or until further notice is given by the participant, their parent/guardian or by Spectrum Space. 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 in advance at our NDIS rates for social group attendances. If you do not have an NDIS plan, you may be able to 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.

Requirements for Attendance

- All applicants are individually assessed. History of past and present behaviours which may impact the health and safety of others must be disclosed for accurate and safe risk management assessments. Non-disclosure will result in termination of the application.

Service Design

- Our social groups and the service design, including activities and group rules, are developed quarterly in collaboration with our participants using a strengths-based approach. This allows participants to actively contribute to the service they receive, with the aim of that service to be relevant and appropriate.

Fee Payment

- Once enrolled, your service agreement will outline all applicable program fees and conditions for your social group attendance. Invoices will be emailed fortnightly in advance to the appropriate invoicing contact and are strictly payable within 10 days. Please see the **Cancellation Policy** below for information regarding session cancellations.
- Current charges:
 - Awesome group: \$203.80 per fortnight
 - YES group: \$305.70 per fortnight
 - Step into Social: \$158.55 per fortnight





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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 on the day by the participant, including any food and entrance fees.

Money handling

- Staff will not be responsible for the handling of money brought to group by participants. 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.
- Any concerns about the use of personal money for participants aged under 18 may be raised with the parent/guardian.

Covid-19 Lockdown

- In the event of a lockdown, service will automatically transition to an online platform. Enrolment, invoicing and our cancellation policy will continue as per usual.
- Online sessions will run for a reduced time period (Awesome 1 hour, Yes & SIS 2 hours), via the Zoom platform. Participants will receive an invite link prior to session.

Cancellation Policy

- 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 be credited for future invoices.
- Should a session be cancelled after 3pm on the day before group takes place, the participant will be invoiced for the session.
- Notice of termination 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 a handover can be arranged to support a smooth transition. Should you wish a handover to occur, please provide the name and contact of the new provider and consent to release handover information to them via email.
- An exit interview will be provided via return email to help identify any areas of improvement.

Participants must abide by the **Code of Conduct**. A copy of the Code of Conduct *will be supplied to you when your trial session is confirmed and can also be found on the Spectrum Space at the below link;*

<https://www.spectrumspace.org.au/code-of-conduct/>

