

# TERMS AND CONDITIONS FOR NDIS PLAN SERVICES - Cleaning Services -

Where used in this document, the term ‘Service’ means residential cleaning. Where a person has the above Service provided as a NDIS funded support, and where the Flagstaff Group Ltd (“Flagstaff”) is providing the Service, then the following Terms & Conditions apply:

1. Provision of the Service is subject to you having an approved NDIS Plan that includes funding for the Service and a Flagstaff Service Agreement has been signed by you approving the provision of the Service.
2. Flagstaff reserves the right to cancel and/or reschedule services due to weather and unforeseen circumstances & customers will be notified as early as practicable.
3. Whilst dates for attendance may be advised by Flagstaff, attendance could be at any time between 8.00am and 4.00pm on the day confirmed.
4. The NDIS Plan Holder or their delegate is required to be present during service calls to provide Flagstaff access the property on scheduled or otherwise agreed service days & times.
5. The duration of time Flagstaff can remain on site (see Flagstaff’s ‘Responsibilities’) is strictly mandated & restricted by the provisions of an agreed NDIS Service Agreement, accordingly, Flagstaff accepts no responsibility if its services cannot be fully delivered in the time agreed for any reason outside of Flagstaff’s control.
6. The Cleaner may, either before or at any time during the provision of the Service, decide not to provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety. Additionally, where a Customer supplies any cleaning materials (including chemicals or equipment) and requests such materials be used, the Flagstaff cleaner can elect not to use, or cease using any materials at any time if the Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.
7. The customer is responsible for removing or covering any items that may potentially be damaged or soiled as a result of Flagstaff correctly undertaking the service. Flagstaff accepts no responsibility for any damage or soiling to any such items as a result of the correct undertaking of the service.
8. The customer is responsible for ensuring that any pets or other animals in the area to be serviced are physically restrained (e.g. on a leash or otherwise secured) in an area separate to where the works are to be undertaken. Flagstaff will not commence or complete the Service where it is found that any pets or other animals are in the area to be serviced and the Service will immediately cease should any pets or other animals enter the area being Serviced.
9. The customer is responsible for ensuring that any requirements in these Terms & Conditions are completed prior to the Flagstaff work crew arriving and completed to a standard that allows the work crew to commence immediately upon arrival.
10. Where any requirements in these Terms & Conditions are not completed prior to the Flagstaff work crew arriving resulting in the work crew not being able to commence immediately upon arrival, the work crew will leave without notice and the customer will need to reschedule the Service to another date.
11. Any changes to the Services requested that are outside of the scope of this original quote (e.g. green waste removal), and any additional costs, must be subject to another (i.e. separate) Agreement completed before the work is undertaken.
12. Where any damage arises to any property that may be attributed to the service provided by Flagstaff, the matter must be reported within 24hrs.
13. Flagstaff can elect to terminate (end) the provision of the Service in circumstances where the Participant has not complied with any requirements outlined in these Terms & Conditions.

HARD COPIES OF THIS DOCUMENT CANNOT BE REFERRED TO OR RELIED UPON FOR CURRENT CONTENT OR ACCURACY

Reviewed & Authorised for Use By: Flagstaff Field Services Manager

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