



# AT Mentoring Terms of Service

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## Terms of Service for AT Mentoring

Our Terms of Service outline how we will deliver the Assistive Technology (AT) Mentoring services to you. It includes our rights and responsibilities as a Service Provider, and your rights and responsibilities as a Participant. As part of signing a Service Agreement, Participants must agree to our Terms of Service which outline:

- Rights and Responsibility
- Feedback, Complaints and Disputes
- Charges
- Payment Terms
- Cancellations and Changes to Services
- Privacy

## Rights and Responsibilities

We both have rights and responsibilities. They are:

- To communicate honestly and openly to each other.
- To be respectful and polite to each other.
- To work together to solve problems and to be safe at all times during the service.
- Cancel and change appointments ahead of schedule.
- To be informed of any changes to your funding.

We are responsible for providing services that meet your needs. We are also responsible for working within the law, including the National Disability Insurance Scheme Act 2013 and Rules, and Australian Consumer Law.

## Feedback, Complaints and Disputes

We welcome and encourage feedback, both positive and negative, and encourage suggestions about us and the services we provide because it helps us to improve. You can request that your feedback be kept confidential, and your identity will be protected, however if you wish to remain anonymous, we may be limited in how we can respond and act on your feedback.

If you require assistance to communicate, please contact us, or ask your representative to contact us, so we can arrange an alternative communication option.

## How to give feedback

Printed or personally saved electronic copies of this document are considered uncontrolled. Refer to SharePoint for current controlled electronic copies.

You can send feedback, complaints or disputes by:

Email: [general@ilaustralia.org.au](mailto:general@ilaustralia.org.au)

Phone: (08) 6202 4700

Website Contact Form link [iLA Contact Us - Feedback](#)

Details you may like to include in your feedback, complaint or dispute may include:

- Your name, address, and phone number.
- The name of the service your complaint or feedback relates to.
- The name of the person who received the service that your complaint or feedback relates to.
- Details of your complaint or feedback, including specific dates of events and relevant comments.

### What happens next

After receiving your feedback, complaint, or dispute, we will contact you within three working days and follow up on any actions taken and any steps to improve our service within 10 working days. If you are not satisfied with our response or wish to take the matter to an external party, you can contact:

- NDIS Quality and Safeguards Commission for customers receiving Federal Funding through NDIS. Phone 1800 035 544, email [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or visit [ndiscommission.gov.au](http://ndiscommission.gov.au)
- Health and Disability Services Complaints Office (HaDSCO) for customers receiving State Funding from Department of Communities please visit the [HaDSCO Contact Us Page](#) or phone (08) 6551 7600 or 1800 813 583 (free from Landlines).

### Charges

We charge an hourly rate for the AT Mentoring services. The hourly rates are subject to change, and you will be given 4 weeks' notice before the prices change. All AT Mentoring service activities are charged at **\$100.00 per hour plus GST**.

AT Mentoring services are provided using telecommunication, which includes phone calls, video calling or conferencing, email, and instant messaging. AT Mentoring services will charge for the following activities included in your quote.

The service activities may include:

- All appointments with an AT Mentor.
- Follow up communication with you or your support people.
- Time spent researching information on equipment and technology items, gathering links and pricing for products and services.
- Writing the AT Letter of Support for the equipment or technology item.
- Writing notes after an appointment, phone call or video call/conference.
- Completing mandatory reports required by professional bodies under our duty of care and responsibilities.

AT Mentoring service do not charge for the following activities:

- Making and booking appointments with you.
- Sending invoices and managing payments
- Any students or staff who attend appointments for the purpose of learning.

### Payment Terms

AT Mentoring services will invoice Participants for services received. Invoices must be paid within 14 days from the date on the invoice. If the invoices are not paid, we will stop delivering your AT Mentoring services.

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**Note:** If we have not heard from you or are unable to contact you for two weeks, we will put your service on hold and send an invoice for work completed to date.

### How to pay:

- If your NDIS funds are Self-Managed, we send you the invoices and you must pay the invoices.
- If your NDIS funds are Plan- Managed, we will send your plan manager the invoices and your plan manager must pay the invoices.
- If you do not have a NDIS plan or wish to pay out of pocket with your own funds, you can still access AT Mentoring, we will send you the invoices to pay.

**Note:** If your NDIS funds are NDIA managed, we are unable to provide AT Mentoring services for NDIA Managed participants as we are not a NDIS registered service provider. If you still wish to access AT Mentoring services, you can pay out of pocket using your own funds.

### cancellations and Changes to Services

If you need to cancel or change your appointment, please call (08) 6202 4700 and a team member will be able to help you. If you wish to cancel your appointment, you are required to give at least 2 business days' notice before your appointment. If you do not cancel within the 2 business days, you must still pay for your full appointment.

If cancelling or rescheduling your appointments is a frequent occurrence, we will work with you to find a solution on how to prevent this from happening. If you wish to stop receiving AT Mentoring services, you must provide 2 weeks' notice to cancel your service agreement.

### Privacy

We are committed to respecting your privacy by complying with our obligations under the Privacy Amendment (Enhancing Privacy Protection) Act 2012, including the Australian Privacy Principles (APPs).

### What information do we collect and why

We collect some personal, health and sensitive information about you so that we can identify our service users and check that you are eligible to receive services, understand your support needs and provide reports to Organisation's that provide funding for our program.

We only keep the information that we need to provide you with services and when we ask for your personal information, we will tell you why we need it.

### How we store and secure your personal information

We take reasonable steps to ensure your information is held in secure electronic systems and locked premises. Only the people who need to see your information will see it and if you stop receiving services, we will make sure your personal information remains safe.

### Sharing personal information

We respect your privacy and will take reasonable steps to keep your personal information private. With your consent, we will only share information with authorised people to provide you with services. This may include communicating with your nominated support people or health professionals.

In the event of legal or safety reasons, we may be required to share personal information.

### More information

Please visit our website to view the full [Privacy Policy \(ilaustralia.org.au\)](https://ilaustralia.org.au).

You can withdraw your consent at any time however this could impact our ability to provide you with a service.

**Signing a Service Agreement**

When you accept the quote for AT Mentoring services and choose iLA – AT Chat as your Service Provider, we will make a Service Agreement together. A Service Agreement is a written agreement between you (the Participant or their authorised representative) and iLA – AT Chat (the Service Provider).

Our Service Agreement outlines the services we will provide and how they will be delivered. It also details the agreed budget or cost for providing services. You will need to tell us your full name, date of birth, contact information and NDIS plan information so we can create the Service Agreement with you.

Before signing a Service Agreement, please make sure you have read, understood, and agree to our Terms of Service. A Service Agreement must be completed and signed before we can start delivering AT Mentoring services.

**1. DOCUMENT MANAGEMENT**

<b>DOCUMENT SPONSOR:</b> Growth and Innovation Manager			<b>DOCUMENT OWNER:</b> AT Peer Support Lead	
<b>ENDORSED BY:</b> Growth and Innovation Manager				
Version	Approval date	Author	Amendment details	Revision due
1	4/10/2022	AT Peer Support Lead	First Issue	4/10/2024
2	dd/mm/20yy		Modified	dd/mm/20yy
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