

Service Agreement Management Policy

1. Purpose

All participants require an individually completed service agreement with reference to a person's NDIS plan. This policy provides the framework for how service agreements are managed.

2. Scope

This policy applies to all ICH NDIS representatives including key management personnel, Directors, full time workers, part time workers, casual workers, contractors, volunteers, students. For the purpose of this policy, these persons shall be referred to as workers.

This policy applies to services provided to participants.

3. Definition

Service Agreement: An agreement which helps to ensure participants have an agreed set of expectations of what supports will be delivered and how they will be delivered. A service agreement sets out the responsibilities and obligations for both parties and how to solve any problems should they arise.

A service agreement should include:

- A description of the supports that will be provided and the cost of those supports
- How, when and where the participant requires the supports to be delivered
- How long the participant requires the supports to be provided
- When and how the service agreement will be reviewed
- How any issues will be managed and how the participant will be included in this process
- What the participant's responsibilities are under the service agreement—for example, how much notice the participant must give if they cannot attend an appointment
- What ICH NDIS' responsibilities are under the service agreement—for example, to work with the participant to provide a service that suits their needs
- What notice is required if either party need to change or end the service agreement and how this is done—for example, by email or mail.

4. Policy

4.1 New service agreements

A service agreement is created with a participant by first arranging a meeting with them and any other nominated person (such as a family member or friend) to:

- Establish the expectations
- Explain the supports to be delivered
- Explain any conditions attached to the provision of those supports and why those conditions are attached.

It's important that each participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand.

If the service agreement is written, have the participant sign it, provide the participant a copy and file the other copy in the participant's record. Where this is not practicable, or the participant chooses not to have an agreement, record this and note the circumstances under which the participant did not receive a copy of their agreement.

4.2 Changing a service agreement

A service agreement that has commenced may only be changed if the changes are agreed in writing, signed and dated.

4.3 Withdrawing a service agreement

ICH NDIS' service agreement includes a required notification period in the event that a support or service is withdrawn or terminated. This notification period is not less than 14 days prior to the delivery of a support or service.

4.4 Ending a service agreement

If ICH NDIS decides to end a commenced service agreement, a minimum of 1 month's notice will be provided.

If a participant wishes to end a commenced service agreement, they will need to provide a minimum of 1 month's notice.

The 1 month's notice can be waived if either party seriously breach the service agreement.

4.5 Risk management

ICH NDIS will collaborate with each participant to complete a risk assessment for that participant during the support planning process.

This will occur in accordance with the ICH NDIS *Support Provision Policy*.

4.6 Communication needs

ICH NDIS will meet the unique communication needs of each participant. This will allow the program to help participants communicate their needs, including expressing any emerging health concerns.

This will occur in accordance with the ICH NDIS *Support Provision Policy*.

4.7 Emergencies

All emergencies will be managed in accordance with ICH emergency and disaster management policies.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

This policy will be reviewed every two years or sooner as required.

6. Related Documents

Policies

ICH NDIS Support Provision Policy
ICH NDIS Entry and Exit Policy

Other Documents

ICH NDIS Service Agreement Template

References

CentroAssist Policy Portal
NDIS (Quality Indicators) Guidelines (Cth)
National Disability Insurance Scheme Act (Cth)
NDIS (Registered Providers of Supports) Rules 2013 (Cth)