



Service Agreement Management Policies & Procedures

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SERVICE AGREEMENT MANAGEMENT

Scope

This Policy applies to all Participants and staff members.

Purpose

All clients require an individually completed service agreement with reference to a person's NDIS plan.

Service agreements help to ensure clients 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
- the cost of those supports
- how, when and where the client requires the supports to be delivered
- how long the client requires the supports to be provided
- when and how the service agreement will be reviewed
- how 123 Support Services will deal with any problems or questions that may arise and how 123 Support Services will include the client in this process
- what the client's responsibilities are under the service agreement—for example, how much notice the client must give if they cannot attend an appointment
- what our responsibilities are under the service agreement—for example, to work with the client to provide supports that suit their needs
- what notice is required if 123 Support Services or the client need to change or end the service agreement and how this is done—for example, by email or mail.

Responsibilities

This policy applies to supports and services provided to all clients.

This policy applies to all employees including key management personnel, full time employees, part time employees, casual employees, contractors, and volunteers.

Procedure

New service agreements

Create a service agreement with a client by arranging a meeting with the client 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 client is supported to understand their service agreement and conditions using the language, mode of communication and terms that the client is most likely to understand.

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

Specialist disability accommodation

If supported independent living supports are provided to clients in specialist disability accommodation, arrangements must be clearly documented on roles and responsibilities in a service agreement including:

- how a client's concerns about the dwelling will be communicated and addressed
- how potential conflicts involving clients will be managed
- how changes to client circumstances and/or support needs will be agreed and communicated
- in shared living, how vacancies will be filled, including each client's right to have their needs, preferences and situation taken into account
- how behaviours of concern which may put tenancies at risk will be managed if this is a relevant issue for the client.

Changing a service agreement

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

Withdrawing a service agreement

Our 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.

Ending a service agreement

If 123 Support Services decide to end a commenced service agreement, 123 Support Services will provide a minimum of 1 months' notice.

If a client wishes to end a commenced service agreement, they will need to provide a minimum of 1 months' notice.

The 1 months' notice can be waived if 123 Support Services or the client seriously breach the service agreement.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.