

Service Agreements with Participants

PURPOSE AND SCOPE

This Policy is about ensuring that each participant has a written service agreement that is simple, flexible and reflects their needs, goals and wishes.

It is the responsibility of the Director (or their delegate) to undertake the development of Service Agreements with the participant to ensure it is designed specifically for the participant.

POLICY

A participant's service agreement must be reviewed whenever a participant's services vary in registration group as the schedule of supports within the service agreement should reflect the actual services being delivered.

The service agreement is also to be reviewed when a participant is provided with a new NDIS Funding Plan.

The Caddens Care Director (or their delegate), in alignment with the NDIS Quality and Safety Standards 2018, requires that the following areas be addressed within a service agreement.

Service agreements are made through a collaborative process with the client, their support network (with the client's consent), and the organisation and includes details such as:

- Services to be provided.
- How, when and where they will be provided.
- Start and end dates.
- Cost and payment method/procedures.
- Process and timeframes for review.
- How any changes will be made to the plan.
- How feedback and complaints can be raised.
- Processes for dispute resolution.
- Responsibilities and obligations of the provider and the participant (including the notice periods for cancellation of a service booking); and
- Notice periods and process for ending the service
- Arrangements for supports in the event of a major disruption to service delivery capability or restrictions on activity as may be experienced in a COVID-19 outbreak or broader geographic lockdown event.

Clients are supported to understand the process for making a service agreement, and their rights and responsibilities. This is explained at onboarding, an easy read of the service agreement is available where necessary.

Caddens Care Service agreements include the minimum required information while retaining as much flexibility as possible for the client should they wish to make changes to their service without the need to make a new service agreement.

Signing a Service Agreement

It is Caddens Care's preference that a Service Agreement be signed by a participant or their representative, however there is no legal requirement under the NDIS Act 2013 making this a mandatory requirement. If the participant is unable to sign the agreement, the staff member involved must make a file note as evidence of agreement to service.

Access to Information

A participant or their nominated person is to be provided access to their service agreement or any part of their support plan, at any time they require the access (during office hours or by arrangement with 24/7 staff).

Cancellation Information

Cancellation handled in accordance with the NDIA Price Guide, which directs that a provider will not charge a cancellation fee, except when specifically provided in the NDIA Price Guide. In these instances, when less than 7 days' notice is given for DSW, or 2 business days for Non-DSW a full fee will be charged.

The participant handbook states the situations where a cancellation will be imposed and where a cancellation fee may not be imposed. For example:

The organisation requires at least one full business days' notice when there is a need to cancel a rostered and approved support, service, or shift.

The following circumstances do not apply to one full business days' notice:

- Where a participant requires urgent medical or hospital treatment and is able to provide medical evidence of such.

When, within a 12-month period, over four instances of cancellations or no shows in a occurs, the organisation may seek to review the support plan in consultation with the NDIA.

No fee is payable if the organisation cancels the agreed support shift.

RELATED DOCUMENTS

- Service Agreement
- Easy Read Service Agreement

REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018
- Support Planning Policy and Procedure