



Service Agreement Policy

Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS services and supports.

Purpose

To set out requirements for Service Agreements for people we support under the NDIS.

Principles

All NDIS Participants require an individually completed Service Agreement with reference to the person's NDIS goals. Service Agreements help to ensure people 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.

Policy

Service agreements will include:

- An overview of the NDIS Participant's goals
- Rights of the NDIS Participant
- A description of the support that will be provided
- How, when and where the person requires the supports to be delivered
- How long the person requires the supports to be provided
- The cost of those supports and how these will be provided
- When and how the service agreement will be reviewed
- How we will deal with any problems or questions that may arise and how we will include the NDIS Participant in this process
- What the NDIS Participant responsibilities are under the Service Agreement
- What our responsibilities are under the Service Agreement
- What notice is required if Brook RED or the person need to change or end the service agreement and how this is done

Procedure

Service Agreements are created by arranging a meeting with the NDIS Participant and any Nominated Support People to

- Establish expectations
- Explains supports to be delivered
- Explain any conditions attached to the provision of these supports and why they are attached

Brook RED will make every appropriate effort to ensure that the service agreement is understood by the person and NSP. If the Service Agreement is written then it will be signed by the NDIS Participant or their substitute decision maker and they will receive a copy. The Service Agreement will be kept in the person's file. If the person does not wish to have a Service Agreement, a note will be made in their file.

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If the NDIS Participant is in a Supported Independent Living arrangement then further details will be included in the Service Agreement such as matters pertaining to the building, any vehicle, special shifts etc.

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

If we decide to end a commenced service agreement, we will provide a minimum of 14 days written notice. If a NDIS Participant wishes to end a commenced Service Agreement, they need to provide a minimum of 14 days notice. Notice can be waived if we or the NDIS Participant seriously breach the Service Agreement.

Definitions of Terms Used

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References

Brook RED Service Agreement Template - SILs
 Brook RED Service Agreement Template – 1 on 1
 Brook RED Service Agreement Template – Support Coordination

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2021
Version 02	July 2021	Eschleigh Balzamo	Review and Update	July 2023

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.