

9.24	<b>SERVICE AGREEMENTS WITH CLIENTS (NDIS PARTICIPANTS)</b>
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<b>Applies to: All Staff</b>
<b>Specific responsibility:</b>

<b>Version: 1</b>
<b>Date approved: 25/9/18</b>
<b>Next review date: Aug 21</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

### **POLICY STATEMENT**

HECIS is committed to ensuring each client has a clear understanding of the supports they have chosen to be provided, and how they will be provided.

The policy governs the way HECIS contracts with clients (NDIS participants or other clients under a service contract).

### **PROCEDURES**

#### **Collaboration**

HECIS will collaborate with clients to develop a service agreement which establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached

#### **Support**

HECIS will support each client to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand.

#### **Documentation**

HECIS will provide each client with a hard copy of their agreement signed by the client and the provider.

If the client chooses not to receive an agreement, a record is made of the circumstances under which the client did not receive a copy of their agreement. The client's copy will be retained by HECIS in the client's file and will be made available to the client should they decide they want a copy at another time.

### **IMPLEMENTATION**

HECIS has adopted the NDIS Provider template service agreement for use with all NDIS participants contracting for NDIS supports. This is a plain-speech document written in English.

HECIS will discuss with clients prior to completion of service agreement to ensure the clients wants and needs are addressed under the service supports being contracted.

Prior to signing of the service agreement HECIS will explain the service agreement to the client including the conditions and expectations required of them, cancellation of supports, and procedures and fees for non-attendance by client (failure to advise client child is not in attendance at agreed site).

The client will have an opportunity to seek independent advice prior to signing.

A duplicate hard copy of service agreement is provided to client at signing. If the client does not want a copy the duplicate service agreement will be retained in the client's file, and provided should the client decide they want a copy in the future.

*HECIS: Service Agreements with Clients (NDIS Participants)*

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	
Forms, record keeping or other organisational documents	NDIS Service Agreement

<b>Reviewing and approving this policy</b>		
<b>Frequency</b>	<b>Person responsible</b>	<b>Approval</b>
Annually	HECIS CoOrdinator	Management Committee

<b>Policy review and version tracking</b>			
<b>Review</b>	<b>Date Approved</b>	<b>Approved by</b>	<b>Next Review Due</b>
1	17.9.19	HECIS CoOrdinator	Aug 2020
2	15.9.20	HECIS CoOrdinator	Aug 2021
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