

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Service Agreement Management	<b>Policy No</b>	47
	<b>Indicator</b>	CM3 – Provisions of support	<b>Review Date</b>	

## 1. PURPOSE AND SCOPE

All One2One consumers require an individually completed service agreement with reference to a person's NDIS plan. One2One's service agreement complies with the NDIS Service Access guidelines.

Service agreements help to ensure consumers 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.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

## 2. POLICY CONTENT

A One2One service agreement will include:

- a description of the supports that will be provided
- the cost of those supports
- how, when and where the consumer requires the supports to be delivered
- how long the consumer requires the supports to 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 consumer in this process
- what the consumer's responsibilities are under the service agreement
- what our responsibilities are under the service agreement
- what notice is required if we or the consumer need to change or end the service agreement and how this is done.

### New service agreements

One2One will create a service agreement when commencing a service with a new consumer, and annually there on. New or reviewed agreements will be discussed with the consumer 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.

One2One will support each consumer to understand their service agreement and conditions using the language, mode of communication and terms that the consumer is most likely to understand.

Where a consumer chooses not to have a service agreement, One2One is unable to provide a service.

## **Specialist disability accommodation**

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

- how a consumer's concerns about the dwelling will be communicated and addressed
- how potential conflicts involving consumers will be managed
- how changes to consumer circumstances and/or support needs will be agreed and communicated
- in shared living, how vacancies will be filled, including each consumer'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 consumer.

## **Changing a service agreement**

The NDIS regularly changes policy and pricing arrangements. One2One will inform the consumer of any material changes to a service agreement and provide opportunity for the consumer to respond.

One2One reserves the right to amend a service agreement unilaterally if no responses are received from a consumer. If changes to the service agreement will affect the delivery of supports, both parties must agree to discuss and review them.

## **Ending a service agreement**

Should either party wish to end the service agreement they must give no less than 14 days' notice in writing, except by mutual agreement. If either party seriously breaches a service agreement, the requirement of notice may be waived.

One2One reserves the right to cease services if there is an unacceptable risk to a staff members safety and wellbeing.

## **3. RELATED DOCUMENTATION**

- Pricing of Supports and Services Policy
- Referrals Policy
- Service Management Policy
- Service Agreement Easy Read

## **4. POLICY REVIEW**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One