

## ESA Service Agreements Policy

### Purpose

A participant who chooses to engage Early Start Australia (ESA) to provide supports under a National Disability Insurance Scheme (NDIS) plan will be required to enter into a written agreement (a Service Agreement) with us. This policy outlines ESA's Service Agreement principles and guidelines.

### Scope

This policy applies to all ESA clinics providing services to NDIS participants.

### Definitions

**Service Agreement:** refers to a contract between an NDIS participant and ESA. It sets out agreed expectations of what supports will be delivered and how.

**NDIS Plan:** refers to the agreement between an NDIS participant and the NDIS. It sets out information about the participant; the participant's family and friends; the participants services and community groups; the participant's goals; and the participant's funded supports.

### Policy Statement

ESA requires all NDIS participants to have a signed Service Agreement in place.

Service Agreements are developed collaboratively between the NDIS participant and ESA therapist. Service Agreements should:

- Reflect what is in the participant's NDIS plan
- Specify the outcomes to be achieved for the participant
- Set out each party's responsibilities and obligations
- Identify how any problems or questions that arise should be addressed
- Identify when and how the Service Agreement will be reviewed; and what notice is needed for either the participant or ESA to change or end the Service Agreement (and how this is done)
- Set out the participant's responsibilities such as how much notice is required if they cannot attend an appointment
- Set out ESA's responsibilities such as working with the participant to provide supports that suit their needs and how the agreed supports will be provided
- Include relevant matters inclusive (but not limited) of the following:
  - Supports that will be provided
  - Cost of supports
  - How, when, and where the participant requires the supports to be delivered
  - How long the participant requires the supports for

The service agreement should be documented and signed by the NDIS participant and ESA therapist before the services commence.

ESA's template Service Agreement is available for therapists to work with participants and create a tailored Service Agreement. The template can be used to inform discussions between therapists and participants and should be modified to include all relevant matters.



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### NDIS Plan

In order for ESA and the NDIS participant to agree upon effective service, ESA needs accurate information on participants' NDIS Plan including goals, budget areas and budget amounts and any other services the participant is entering into Agreement with. Failure to provide accurate information may impact on service availability and quality.

### Roles and Responsibilities

ESA therapists are required to ensure that all NDIS participants have a signed Service Agreement in place before provision of services.

Practice Principals are required to ensure this policy is read and understood by therapists.

ESA's Clinical Services Manager is required to ensure the ESA template Service Agreement is inclusive of all required elements for consideration by participants and ESA therapists.

### Compliance

ESA NDIS participant Service Agreements may be audited to ensure they are in place and comply with this policy.

ESA therapists found to be non-compliant with this policy are subject to appropriate disciplinary action by ESA including, but not limited to one or more of the following:

- Counselling;
- Further training and development;
- Demotion;
- Suspension;
- Warning;
- Termination of employment (with or without notice or any payment); or
- Termination of engagement (in the case of contractors)

### Associated Documents

ESA Template Service Agreement (on the ESA Intranet)

[NDIS Easy English Guide to Service Agreements](#)

### Document Control

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## ESA Service Agreements Policy

NDIS Provider Toolkit Section 5: How do I work with NDIS participants. 5.1  
Service Agreements.

