

Service Agreements Policy

Purpose

This policy outlines Early Start Australia’s (ESA’s) Service Agreement principles and guidelines.

Scope

This policy applies to all ESA clinics, staff and contractors.

Definitions

Service Agreement: refers to a contract between a client and ESA. It sets out terms and conditions of services, and agreed expectations of what services will be delivered and how.

NDIS Plan: refers to the agreement between a National Disability Insurance Scheme (NDIS) participant and the National Disability Insurance Agency (NDIA). It sets out information about the participant; the participant’s family and friends; the participant’s services and community groups; the participant’s goals; and the participant’s funded supports.

Policy Statement

All clients of ESA will be requested to sign a written agreement (a Service Agreement) which sets out our terms and conditions of service.

Service Agreements are developed collaboratively between the client (and client’s family) and ESA. Service Agreements will:

- Reflect the goals of the client (inclusive of what is in the participant’s NDIS plan (if applicable));
- Specify the outcomes to be achieved;
- Set out each party’s rights and responsibilities (including behavioural expectations);
- 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 client or ESA to change or end the Service Agreement (and how this is done);
- Set out the cancellation principles;
- Set out ESA’s responsibilities such as working with the client to provide services that suit their needs and how the agreed services will be provided; and
- Include relevant matters inclusive (but not limited) of the following:
 - Services that will be provided;
 - Cost of services;
 - Responsibilities for payment
 - How, when, and where the client requires the services to be delivered; and
 - How long the client requires the services for.

The Service Agreement must be documented and signed by the client (or family) and ESA before services commence.

ESA’s templated Service Agreement (Terms and Conditions) documents are available in Lumary for clinics to work with clients (and families) to create a Service Agreement with services that are tailored to the client. The template can be used to inform discussions about the way we work.

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NDIS Plan

In order for ESA and NDIS participants to agree upon effective service, ESA needs accurate information on participants' NDIS Plans 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 staff are required to work with clients to seek a signed Service Agreement before provision of services.

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

ESA's General Manager is required to ensure the ESA template Service Agreement is inclusive of all required elements for consideration by clients and ESA.

Compliance

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](#)

Source:

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

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