



# Service Agreement Policy

## PURPOSE AND SCOPE

Easy iCare Pty Ltd undertakes the development of a Service Agreement during the Assessment Process and with the collaboration of relevant parties.

It is the responsibility of the Manager to undertake the development of Service Agreement with the participant to ensure it is designed specifically for the participant.

## POLICY

Easy iCare Pty Ltd collaborates with each participant 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

Participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand.

## PROCEDURE

Easy iCare Pty Ltd undertakes the following process to develop a Service Agreement with each participant:

- Collaborate with the family, advocate or representative to ensure that the service agreement meets the requirements and is linked to needs, interests and aspirations.
- Use appropriate communication method to explore, explain and determine what is being provided within the agreement.

Document Title	Privacy and Confidentiality Policy	Effective Date	26/8/19
Authorised by	Karl Jenkins (Director)	Review Date	26/2/19
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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- Records are kept explaining the process undertaken.
- Copy of Service agreement is given to the participant.
- Should a participant not wish to keep a copy of the agreement, then the circumstance under which the participant did not receive a copy of the agreement, must be documented and kept on the participants file. It is good practice to have the participant make note on the agreement that a copy was not required.
- Supported Disability Accommodation Service Agreement must include outline the party or parties responsible and their roles (where applicable) for the following matters:
  - Addressing how a Participant's concerns about the dwelling will be communicated;
  - Management of potential conflicts involving participant(s);
  - Agree on how changes to participant circumstances and/or support needs will be communicated;
  - In shared living, method of filling vacancies, including each participant's right to have their needs, preferences and situation taken into account; and
  - Management of behaviours of concern which may put tenancies at risk, if this is a relevant to participant

## RELATED DOCUMENTS

- Service Agreement

## REFERENCES

- Work Health and Safety Act (2011)
- NDIS Practice Standards and Quality Indicators 2018

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