

POLICY 12.0 - SERVICE AGREEMENTS

Purpose

To ensure Better Together's service users are aware of and agreed to all aspects of the services that Better Together will provide them in a clear and collaborative way. To ensure Better Together is in line with the NDIS terms of Business Guidelines for NDIS service providers.

Applicability

It is the responsibility of the Manager or their delegate to undertake the development of a Service Agreement and Schedule of Supports with the participant to ensure it is designed specifically for the participant.

Policy Statement

Better Together collaborates with each participant to develop a service agreement and Schedule of Support to establish:

- Expectations,
- Explains the supports to be delivered,
- Specifies any conditions attached to the delivery of supports, including why these conditions are attached and,
- Pricing, hours of delivery, duration.

The service user is supported to understand their service agreement and conditions using the language, mode of communication and terms that the service user is most likely to follow. We will supply an Easy Read format, if required.

The service user must give consent or direction to develop and maintain links utilising collaboration with other providers to share information and meet participant needs

Preamble

Better Together is a registered NDIS service provider and must have a signed service agreement and schedule of support with all service users who receive NDIS funding. The service agreement and schedule process is designed to support the relationship between Better Together and the service user so both parties are completely aware of what expected of each other for productive and safe service delivery.