



## P049 – SERVICE AGREEMENT POLICY

---

### 1. Purpose

A participant who chooses to engage District 360 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 District 360's Service Agreement principles and guidelines.

### 2. Scope

This policy applies to all District 360 offices providing services to NDIS participants.

### 3. Definition

**Service Agreement:** refers to a contract between an NDIS participant and District 360. 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.

### 4. Policy Statement

District 360 requires all NDIS participants to have a signed Service Agreement in place.

Service Agreements are developed collaboratively between the NDIS participant and District 360.

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 District 360 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 District 360'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 District 360 therapist before the services commence. District 360'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.

### *NDIS Plan*

In order for District 360 and the NDIS participant to agree upon effective service, District 360 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.

## **5. Roles and Responsibilities**

District 360 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 all staff involved with the signing of service agreements.

District 360's Services Manager is required to ensure the District 360 template Service Agreement is inclusive of all required elements for consideration by participants and District 360 staff.

## **6. Compliance**

District 360 NDIS participant Service Agreements may be audited to ensure they are in place and comply with this policy.

District 360 staff found to be non-compliant with this policy are subject to appropriate disciplinary action by District 360 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)

## **7. Other relevant policies and documents**

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies and documents, including

- D360S\_F022 Service Agreement

### Relevant legislation;

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

## 8. More information

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)

## 9. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	01 May 2021
Last updated Date	31 July 2024
Next Review Date*	31 July 2025
Last amended	

*\* Unless otherwise indicated, this procedure will still apply beyond the review date.*

Printed versions of this document are not controlled. Please refer to the D360 Policy Library for the latest version.