



Service Agreement Management Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines the procedures for managing Client Service Agreements (CSAs) between Launnie Care Services and NDIS participants. It aims to:

- **Ensure clarity and transparency:** Clearly define the services to be provided, associated costs, and participant responsibilities.
- **Protect participant rights:** Uphold participant choice and control, and ensure services are delivered in accordance with NDIS Practice Standards.
- **Maintain legal and contractual compliance:** Adhere to NDIS legislation, regulations, and funding rules.
- **Improve service delivery:** Enhance communication and collaboration between participants, their supports, and Launnie Care Services.

Scope

This policy applies to all employees, contractors, volunteers, and affiliates of Launnie Care Services involved in the provision of care and support to participants. It encompasses all aspects of care delivery, including but not limited to personal care, medical assistance, social activities, and emotional support.



Definitions

- **NDIS Participant:** An individual with a disability who is eligible for and receives funding under the National Disability Insurance Scheme (NDIS).
- **Client Service Agreement (CSA):** A legally binding agreement between Launnie Care Services and an NDIS participant that outlines the services to be provided, associated costs, participant responsibilities, and other key terms and conditions.
- **NDIS Practice Standards:** A set of standards that guide the provision of quality and ethical NDIS supports.

Key Principles

- **Participant Choice and Control:** Client Service Agreements (CSA) will be developed in consultation with the participant, with their choices and preferences being central to the agreement.
- **Informed Decision-Making:** Participants will receive clear and concise information about services, costs, and their rights and responsibilities, including information on exit procedure.
- **Flexibility and Adaptability:** CSAs will be reviewed and adjusted as needed to meet the evolving needs of the participant.
- **Communication and Collaboration:** Open and ongoing communication between the participant, their supports, and Launnie Care Services will be maintained throughout the service delivery period.

Employee and Management Responsibilities

- **Admin Staff:**
 - Work with Supervisor/Management in the development and review of CSAs with participants.
 - Ensure services are delivered in accordance with the agreed-upon CSA.
 - Maintain accurate and up-to-date records related to service delivery.
 - Communicate any changes to service delivery or the CSA to the participant promptly.
 - Adhere to all relevant NDIS legislation, regulations, and funding rules.



- Report any concerns regarding service delivery or participant support to their supervisor.
- **Management:**
 - Provide standard guidelines for the development of Client Service Agreements.
 - Discuss Client requirements with Management and Admin Team to generate CSA for new clients.
 - Oversee the development and implementation of this policy.
 - Provide staff with training on CSA development, review, and implementation.
 - Ensure adequate resources are available to support effective CSA management.
 - Monitor compliance with this policy and address any identified issues.
 - Regularly review and update this policy to reflect changes in NDIS legislation, regulations, and best practice.

Implementation

1. **Initial Consultation:** A meeting will be held with the participant to discuss their NDIS plan, support needs, and service preferences.
2. **Draft CSA Development:** Based on the initial consultation, a draft CSA will be prepared.
3. **Participant Review and Feedback:** The draft CSA will be shared with the participant (and other relevant stakeholders – family/guardians/COS, etc.) for feedback and modifications.
4. **Finalisation and Agreement:** Once both parties agree to the terms and conditions, the CSA will be signed by the participant and an authorised representative of Launnie Care Services.
5. **Ongoing Monitoring and Review:** Regular reviews of the CSA will be conducted to ensure ongoing alignment with participant needs and NDIS funding.

Compliance and Accountability

Launnie Care Services will maintain accurate records of all CSAs and related documentation. Regular audits will be conducted to ensure compliance with this policy and NDIS requirements. Any breaches of this policy will be investigated and appropriate corrective action taken. Launnie Care Services is committed to continuous improvement in CSA management and service delivery.



Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Continuous Improvement Policy, please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Continuous Improvement Policy.

Signature: _____

Date: _____