

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) providers may enter into brokerage arrangements with other organisations or individuals to deliver supports to people with disability, their families or carers.

The terms 'sub-contracting' and 'brokerage' are often used interchangeably where service delivery arrangements are established by a funded service with a third-party provider.

This policy sets out: Definitions of 'brokerage' and 'sub-contracting';

It is anticipated that third party provider arrangements, particularly brokerage, will be more common as a consequence of the implementation of the National Disability Insurance Scheme (NDIS) in SA and the associated transition to individualised funding arrangements.

Flexibility and responsiveness in the provision of supports will be a key feature across the service system. Funded service providers will need to have the systems and mechanisms in place to ensure that the third-party provider arrangements that they enter into on behalf of clients are of an appropriate quality, deliver the necessary results and are value for money.

This document complies with NDIS 2018, core standard 3 Provision of Supports, and ACIS 2013, Part 3 Service Provision. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Defining Sub-contracting and Brokerage

The following definitions are made within the context of the funding arrangement that Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has with other service providers.

'Sub-contracting' is where a funded provider enters into a contract with another third-party provider to deliver services or activities that it would usually provide directly.

While Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service does not Sub-Contract services at present, this may become relevant in the future. If the need to Sub-Contract arises the Chief Executive Officer will have final say. In the event a Sub-Contracting arrangement is to be put in place a review of practices will take place with relevant quality systems developed and implemented.

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‘Brokerage’ is where a funded provider facilitates the delivery of services on behalf of a service user through another provider using funds that are available to support that person.

In summary, sub-contracting is where a funded provider elects to engage a third party to provide services and brokerage is where a funded provider is specifically funded to engage third parties for the provision of services

Policy context: This policy relates to:

Contractual obligations

Service Agreement

Sub-Contracting

As stated previously Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) does not Sub-Contract services at present, this may become relevant in the future. If the need to Sub-Contract arises the Chief Executive Officer will have final say. In the event a Sub-Contracting arrangement is to be put in place a review of practices will take place with relevant quality systems developed and implemented.

Brokerage

Under a brokerage arrangement, the funded provider will facilitate access to services with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service for their Customer/Client, this will be acknowledged as part of an Agreement.

In the brokerage arrangement, the funded provider has responsibility for providing relevant information on the Customer/Client’s needs and requirements of the service to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

It is the responsibility of the funded provider to be satisfied that the brokerage arrangement is consistent with, and does not compromise meeting, their responsibilities under the Funding Agreement. The brokerage arrangement must be appropriately established with the necessary safeguards in place for all parties and contribute to the delivery of services that meet quality, value and results expectations of all parties.

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Responsibilities of funded Provider

Where services are brokered to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service on behalf of a funded provider it is the responsibility of the funded provider to ensure the following requirements are met:

- Provide Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service with a formal agreement
- Have systems in place to ensure that necessary workplace health and safety requirements are met
- Have the appropriate risk assessment processes
- Have a clear complaint handling procedure
- Have systems for the management of systemic issues
- Provide Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service with adequate information in a timely manner to provide the services requested
- Ensure Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is appropriately briefed regarding the requirements and needs of the person or people who are to receive the services

Responsibilities of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service

Where a funded provider engages the services of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will have the responsibility to ensure the following requirements are met:

- The funded provider has provided an agreement
- That the agreement has been reviewed and signed off by the Chief Executive Officer
- The funded provider has systems in place to ensure that necessary workplace health and safety requirements are met
- The funded provider has the appropriate risk assessment processes
- The funded provider has a clear complaint handling procedure
- The funded provider has systems for the management of systemic issues

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- Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has adequate information to provide the services requested
- Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is appropriately briefed regarding the requirements and needs of the person or people who will be receiving the services

Documentation

Documents related to this policy	
Related policies	Q300 – Access to Services
Forms, record keeping or other organisational documents	Service Agreements