

This Service Agreement is made for the purpose of providing agreed supports as specified herein.

## Glossary of Acronyms

EL: Enhanced Lifestyles

LAAS: Lifestyle Assistance and Accommodation Service

ACIA: Australian Community Industry Alliance

## Parties

The Service Agreement is for the purpose of engaging services between the following parties:

<b>Customer/Client</b>	_____
	(full name)
OR	
<b>Customer/Client's Representative on behalf of Customer/Client (as stated above)</b>	_____
	(full name)
AND	
<b>Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service represented by</b>	_____
	(full name)

This Service Agreement will commence on \_\_\_\_\_ and end on \_\_\_\_\_

**Billing Information**

Please ensure the following information is correct. All bills will be emailed unless an email address is not supplied.

My bills should be invoiced to:

Invoice attention to: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Opt Out**

The Customer/Client wishes to opt out of the ACIA viewing their Customer/Client file and contacting them during an audit	YES / NO
The Customer/Client wishes to opt out of using a physical Communication Book	YES / NO
The Customer/Client wishes to opt out of having a care plan and associated clinical charts within the home	YES / NO

**Terms of Payment**

- EL will seek payment for their provision of supports after the Customer/Client receives services.
- EL will seek payment from the Customer/Client within 14 days of delivering the service.
- Payment for services delivered are expected within 14 days of issuing the invoice.
- Bank account details: BSB 035-010; Account 192333 – please enter your invoice number as the reference number to ensure payments are tracked correctly.
- EL takes no responsibility for lost payments due to incorrectly entering payment details and reserves the right to chase up all payments if not received correctly.
- EL reserves the right to adjust their rates as necessary, giving 14 days notice to the Customer/Client.

## Schedule of Supports

- EL agrees to provide the Customer/Client supports as set out in the attached budget document from the start date to the end date of the service agreement.
- Any changes required to be made within the budget (i.e. at the Customer/Clients request or due to pricing changes) will act as changes to the schedule of supports. Funds will then be re-locked accordingly.
- All prices are not GST inclusive (if applicable) and include the costs of providing the supports.
- Additional expenses are the responsibility of the Customer/Client and are not included in the cost of the supports. These costs include but are not limited to toilet paper, paper towel, gloves (please see next dot point for further information) straws and cleaning products.
- Gloves or PPE (Personal Protective Equipment) will be provided directly to Lifestyle Attendants/Support Workers and not provided to Customer/Clients. EL are responsible for the safety of employees by providing PPE and gloves plus universal precautions should be used during the delivery of supports where employees come into contact with bodily fluids. Any gloves or PPE which is requested by the Customer/Client to be used for non-body contact supports i.e. food handling or domestic must be provided by the Customer/Client. Customer/Clients can apply for and receive funding for gloves and PPE for Lifestyle Attendants/Support Workers within the consumables budget (core supports)
- EL reserves the right to amend or adjust pricing schedules at any time.

## Continuity of Support Programme

Customers/Clients who are funded under the Continuity of Support Programme will have their services transition in accordance to the guidelines as described in the Continuity of Support Programme Manual. Provision of services will also be guided by the Programme Manual. All services which are covered under the Programme will be paid directly to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service by the Department of Health. An annual budget will be completed in conjunction with the customer yearly.

**Transport**

Transport costs incurred whilst a Lifestyle Attendant/Support Worker provides service are not covered within the hourly charge and will be invoiced as additional charges. Transport will be charged at \$0.90 per kilometre. Lifestyle Attendants/Support Workers will claim for this expense by providing EL/LAAS with vehicle logs detailing the kilometres travelled.

I will not be accessing transport services whilst receiving support from EL/LAAS

**OR**

- I will be accessing transport services whilst receiving support from EL/LAAS and using my own vehicle; and
- I agree to abide by the terms and conditions of Q286A – Driving a Customer Vehicle Policy and sign a QF111 – Use of Customer Motor Vehicle Agreement before allowing a Lifestyle Attendant to use my Vehicle.

**OR**

- I will be accessing transport services whilst receiving support from EL/LAAS and require the Lifestyle Attendant to use their or vehicle; and
- I would like transport charges to be directly invoiced to myself and I will pay this using my transport allowance – all bills will be emailed unless an email address is not supplied; or
- I would like to discuss alternate billing arrangements and as the participant, I will direct you on how the charges will be billed.

Invoice attention to: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Responsibilities of EL/LAAS

EL/LAAS agrees to:

- Once agreed, provide supports that meet the Customer's needs at the Customer's preferred times.
- Communicate openly and honestly and in a timely manner.
- Seek Customer consent for release of personal information or involvement in any EL/LAAS managed event or activity.
- Treat the Customer with courtesy and respect.
- Respect the Customer's rights to choice and control of their services and their dignity of risk.
- Consult the Customer/Client on decisions about how supports are provided.
- Assign suitable Lifestyle Attendants/Support Workers that meet the Customer/Client's requirements where possible. (e.g. cultural diversity, interest mapping, fluent in preferred languages, matching required skills, etc.)
- Keep the Customer/Client informed of the management of feedback and complaints.
- Listen to the Customer/Client's feedback and resolve in a timely manner.
- Give the Customer/Client a minimum of 48 hours' notice if EL/LAAS wish to end the Service Agreement. (see 'Ending this Service Agreement' below for more information.)
- Protect the Customer/Client's privacy and confidential information.
- Provide supports in a manner consistent with all relevant laws and keep accurate records on the supports provided to the Customer/Client.
- Provide up to date information and statements on the supports delivered to the Customer/Client as well as their budgetary position.

## Responsibilities of Customer/Client or Representative

The Customer/Client's representative agrees to:

- Inform EL/LAAS about how they wish the supports to be delivered to meet the Customer/Client's needs.
- Accept responsibility for their choices and actions under dignity of risk.
- Notify EL/LAAS for any withdrawal of consent in writing for the release of any personal information or involvement in any EL/LAAS managed event or activity.
- Notify EL/LAAS immediately of any changes to or reviews of their NDIS Plan.
- Minimum engagement of 1 hour of service. Where a service is less than 1 hour, 1 hour will still be charged to the Customer/Client.
- Standard business rounding will be applied in 15-minute increments which equals 0.25.
- Treat EL/LAAS and its employees with respect and dignity.
- Communicate with EL/LAAS if the Customer/Client has any concerns about the supports being provided.

- Give EL/LAAS a minimum of 24 hours' notice if the Customer/Client cannot make a scheduled appointment; and if the notice is not provided by then, EL/LAAS cancellation policy may apply.
- Give EL/LAAS the required 14 days' notice if the Customer/Client needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information).
- Pay all invoices within 14 days of receiving services.

## Teleclock

The organisation mandates the use of TeleClock and Customer/Clients are required to be compliant to assist the organisation to accurately bill Customer/Clients and maintain a transparent system that can be easily audited and identify suspicious transactions.

Customer/Client has completed QF 241 – TeleClock Overview and Consent and agrees to abide by the terms of use of TeleClock for billing purposes

## Reviewing the Service Agreement

This Service Agreement will be regularly reviewed to ensure that the supports being delivered are continuing to assist the Customer/Client in their daily life and achieving their goals.

These reviews will be conducted over the phone with the Customer/Client or representative and will examine their needs, budget, goals and satisfaction.

I do not wish to review my service agreement throughout the duration of my plan/agreement

I would like to be contacted once every 3 months to conduct a review

I would like to be contacted once every 6 months to conduct a review

In the event changes to support and delivery of services are required these changes to the service agreement will follow process outlined below.

## Changes to this Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be communicated, discussed and agreed to by both parties.

## Ending this Service Agreement

Your service agreement will end as per the end date. Until such time, all terms and conditions of the service agreement must be abided by.

Should either party wish to end this Service Agreement they must first give 14 days' notice to exit under normal circumstances, unless in the case of outstanding payments when EL/LAAS can give 5 days' notice of termination.

If either party seriously breaches this Service Agreement the requirement of notice will be waived. However, where outstanding monies are owed to EL/LAAS the Customer/Client is still required to make payment within 14 days from the end date of the service.

## Feedback and Complaints

If the Customer/Client wishes to give EL/LAAS Feedback, the Customer/Client can talk to the Service Delivery Team or the appropriate manager on 8340 2000 or submit a Feedback form (secured from an EL/LAAS employee) by email or post. There are four categories of Feedback a Customer/Client can submit:

- Comment
- Suggestion
- Complaint
- Compliment

Feedback and complaints are a vital part of the process for improving the services of EL/LAAS and will be treated with deserved respect.

## Cancellation Policy

All Customer/Clients must provide formal notification and an appropriate reason of any unexpected or unscheduled cancellation of service at least **24 hours prior** to the commencement of an assigned shift. Where this occurs, there will be no cancellation charge to the Customer/Client.

Where a Customer/Client provides notification of a cancellation of service providing **between 12 and 24 hours'** notice before the commencement of the shift, the Customer/Client **may** be charged 1 hour at 90% of the applicable rate.



Where a Customer/Client provides notification of a cancellation of service with **less than 12 hours'** notice before the commencement of the shift, the Customer/Client **may** be charged the amount equivalent to 90% of the total hours of service at the applicable rate.

The term 'Cancellation' includes:

- A Customer/Client turning a Lifestyle Attendant away when they have arrived for shift and/or refusal to let the Lifestyle Attendant complete the service unless an arrangement has been made between yourself and the Lifestyle Attendant where wage payment is not required
- A Customer/Client turning the rostered Lifestyle Attendant away because they have arranged for another worker to attend the shift without notification to the Service Delivery Team
- A Customer/Client not being at the arranged place of service when the service is due to commence resulting in the shift not occurring

It is understood that emergencies may arise that where a Customer/Client is not able to notify EL/LAAS within the required period and exemption from cancellation payments can be approved by the Service Manager.

In these instances, the Customer/Client may be required to provide a written reason for the cancellation as well as documentation or evidence to confirm.

**Contact Details**

The Customer/Client (*or Customer/Client's representative*) can be contacted on:

Contact Name: \_\_\_\_\_

Organisation Name: \_\_\_\_\_

Phone (Business Hours): \_\_\_\_\_

Phone (After Hours): \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Postal Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



**Emergency Contacts**

Emergency Contact  
Person: \_\_\_\_\_

Emergency Contact  
Phone: \_\_\_\_\_

2<sup>nd</sup> Emergency Contact  
Person: \_\_\_\_\_

2<sup>nd</sup> Emergency Contact  
Phone: \_\_\_\_\_

**Agreement Sign Off**

- I agree to the terms and conditions of this Service Agreement.
- I agree to abide by the terms and conditions of QF103 - Customer Confidentiality Agreement.
- I agree to abide by the terms and conditions of Q225 - Customer Code of Conduct Agreement, and I commit to the required standards of behaviour and practice as outlined in this Agreement.
- I consent to my image being used as per the QF216 - Media Consent Form including any limitations specified by me within.
- I confirm that the information provided is correct to the best of my knowledge at the time of signing.
- I agree to inform Enhanced Lifestyles Service of any changes in circumstances related to this service agreement or my NDIS plan within 48 hours of the change taking place. It is my responsibility to provide this information to ensure continuity and continuation of my services



**Signature**

_____ Signature of Customer/Client or Customer/Client representative on behalf of Customer/Client	_____ Name of Customer/Client or name of Customer/Client representative
_____ Date	

_____ Signature of authorised person EL/LAAS	_____ Name of authorised person EL/LAAS
_____ Date	

**Office use only**

**Initial Customer/Client Contact**

Responsible	Task	Initial	Date Complete
CRO or W8SDO	Complete initial Customer intake form		
CRO or W8SDO	Book in appointment for CRO, if greater than 10 hours. Phone appointment if less than 10 hours. Include initial Customer info with funding type in calendar invite. On initial Phone Call		
CRO or W8SDO	If required – post/email out paperwork		
W8SDO	Create Potential Customer in CIMS (Follow CIMS process)		

**Initial Customer Sign-up**

Responsible	Task	Initial	Date Complete
CRO	Documentation Signed <ul style="list-style-type: none"> <li>• QF115 Service Agreement (Fee for Service)</li> <li>• QF115b Service Agreement (COS)</li> <li>• QF115c Service Agreement (NDIS Rollout)</li> <li>• Funding (copy of)</li> <li>• QF126b Customer Consent to Collect</li> <li>• QF126 Customer Consent to Share</li> <li>• QF306 Individual Support plan</li> <li>• QF217 Roster Template</li> <li>• QF216 Media Consent</li> <li>• QF105 WHS Home Safety Inspection (If home visit complete)</li> <li>• My Safety Plan</li> <li>• 8 Week Transition</li> <li>• Basecamp W8 project</li> </ul>		

Responsible	Task	Initial	Date Complete
<b>CRO</b>	If Applicable: Support Coordinate/Plan Management Forms <ul style="list-style-type: none"> <li>• Complete Form Checklist</li> <li>• QF115 Service Agreement</li> <li>• Schedule of Supports</li> <li>• Funding (Copy of)</li> <li>• QF126b Customer Consent to Collect</li> <li>• QF126 Customer Consent to Share</li> <li>• QF128 Individual Support Plan Summary</li> </ul>		
<b>TO BE COMPLETED WITHIN 48 HOURS OF HME VISIT</b>			
<b>CRO</b>	Home Visit progress note added to CIMS with any follow up actions flagged		
<b>CRO</b>	Customers goals added into CIMS		
<b>CRO</b>	Customer opted out of sharing goals		
<b>CRO</b>	Budget completed and attached to service agreement		
<b>CRO</b>	NDIS Plan or if Customer does not consent to giving NDIS Plan, Ensure Start date, End date, NDIA number and budget is recorded.		
<b>CRO</b>	Complete or arrange LA to Conduct WHS assessment (Where Customer is under 10 hours)		
<b>CRO</b>	Budget and Plan given to Accounts		
<b>CRO</b>	CRO completed data entry		
<b>ADMIN</b>	Setup Customer roster		
<b>ADMIN</b>	Scan and give pack to W8 SDO		
<b>ADMIN</b>	Update NDIS rollout Spreadsheet and NDIS control Spreadsheet		

<b>ADMIN</b>	Send out letter with all signed copies of documents to Customer (Service Agreement, Consent to collect and share, Code of Conduct, Media, Confidentiality)		
<b>ADMIN</b>	Save all Documents to H Drive		

**Service Delivery Setup**

<b>Responsible</b>	<b>Task</b>	<b>Initial</b>	<b>Date Complete</b>
<b>W8SDO</b>	CIMS complete Customer profile in file		
<b>W8SDO</b>	NDIS Information – Enter in NDIS ID, Set reminder for 12 weeks from end of plan for visit.		
<b>W8SDO</b>	Set reminder for 8-week Transition contact on CIMS		
<b>W8SDO</b>	Add and set reminders for Customer Review Dates		
<b>W8SDO</b>	Set up Cost Code in TeleClock		
<b>W8SDO</b>	Lock Cost Code to Customer number or		
<b>W8SDO</b>	Organise token if required		
<b>CRO</b>	Create an 8-week Transition region for customer and add customer to region		
<b>CRO</b>	Exit Customer from Potential Customer region		
<b>W8SDO</b>	Advise L&D of any specific training requirements, set reminders for following up and utilise training request form.		
<b>W8SDO</b>	Request admin to create Communication Book for Customer if required		
<b>ADMIN</b>	Create Communication Book & Send to Customer		

<b>CRO</b>	Develop a Roster Template		
<b>W8SDO</b>	Source LA's for roster, Complete recruitment form if required		
<b>W8SDO</b>	Arrange Meet & Greet using control sheet		
<b>W8SDO</b>	Provide a copy of dashboard to new LA's on team		
<b>W8SDO</b>	Notify Operations team of New Customer using Quick Parts in outlook		