



## **Contract management**

Contract management is an essential aspect of support coordination for NDIS participants. Support coordinators must ensure that NDIS service providers adhere to the terms and conditions of their contracts to deliver high-quality services to participants. Here are some steps for effective contract management for support coordinators:

### **Step 1: Understand the terms and conditions of the contract**

The first step in effective contract management is to thoroughly understand the terms and conditions of the contract. Support coordinators should review the contract in detail and ensure that they have a clear understanding of the obligations of the service provider and the expectations of the participant.

### **Step 2: Establish a contract management plan**

Once the contract terms and conditions are understood, support coordinators should establish a contract management plan. This plan should outline the procedures and processes for monitoring and managing the contract, including the frequency of monitoring, communication protocols, and methods of reporting. Step 1: Identify key stakeholders

Identify the key stakeholders involved in the contract management process, including the service provider, the NDIS participant, and any relevant regulatory bodies or oversight agencies.

#### **Define roles and responsibilities**

Define the roles and responsibilities of each stakeholder involved in the contract management process. This includes the support coordinator's responsibilities, the service provider's responsibilities, and the participant's responsibilities.

#### **Establish communication protocols**

Establish communication protocols for each stakeholder involved in the contract management process. This includes defining the frequency and mode of communication, the content of the communication, and the procedures for reporting any issues or concerns.

#### **Define performance metrics**

Define the performance metrics that will be used to monitor the service provider's performance. This includes defining the frequency of monitoring, the methods of measuring performance, and the procedures for reporting any issues or concerns.

#### **Establish procedures for documenting contract performance**

Establish procedures for documenting the service provider's performance throughout the duration of the contract. This includes defining the methods of documentation, the frequency of documentation, and the procedures for reporting any issues or concerns.

#### **Define procedures for addressing any issues or concerns**



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Define procedures for addressing any issues or concerns that arise during the contract period. This includes defining the procedures for reporting any issues or concerns, the steps to be taken to address the issues or concerns, and the procedures for documenting the resolution of any issues or concerns.

### **Establish procedures for reviewing and evaluating the contract**

Establish procedures for reviewing and evaluating the contract at the end of the contract period. This includes defining the methods of review and evaluation, the criteria for evaluating the service provider's performance, and the procedures for documenting the review and evaluation.

By following these steps, support coordinators can establish a comprehensive contract management plan that ensures effective communication, monitoring, documentation, and problem-solving throughout the duration of the contract. This plan can help to ensure that NDIS participants receive high-quality services that meet their needs and achieve positive outcomes.

### **Step 3: Monitor the performance of the service provider**

Support coordinators should regularly monitor the performance of the service provider to ensure they are meeting the obligations outlined in the contract. This can include tracking service delivery, adherence to quality standards, and compliance with legal and ethical requirements.

#### **Establish performance metrics**

Establish clear and measurable performance metrics with the service provider that align with the participant's goals and needs. This can include metrics such as service delivery times, response times, and quality standards.

#### **Set monitoring intervals**

Set up regular intervals for monitoring the service provider's performance, based on the needs and goals of the participant. This can be daily, weekly, monthly or any other frequency agreed upon in the contract.

#### **Document service delivery**

Document the service delivery of the service provider, including the dates and times of service delivery, the specific services provided, and any issues or concerns that arose during the service delivery.

#### **Monitor adherence to quality standards**

Monitor the service provider's adherence to quality standards such as policies, procedures, and regulations. This can include conducting regular audits of the service provider's **operations**.

#### **Monitor compliance with legal and ethical requirements**

Monitor the service provider's compliance with legal and ethical requirements, such as maintaining accurate records and adhering to privacy and confidentiality laws.

#### **Collect feedback from the participant**



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Collect feedback from the participant on the service provider's performance, including their satisfaction with the services provided, any concerns or issues, and any recommendations for improvement.

### **Document and report any issues or concerns**

Document any issues or concerns that arise during the monitoring process, and report them to the service provider for resolution. If the issues are not resolved, escalate them to the relevant regulatory bodies or oversight agencies.

By following these steps, support coordinators can effectively monitor the service provider's performance, ensure the participant's needs and goals are met, and promote high-quality services. Effective monitoring can also help identify any issues or concerns early, allowing for prompt resolution and preventing negative outcomes.

### **Step 4: Document contract performance**

It is important to document the performance of the service provider throughout the duration of the contract. This can include documentation of service delivery, quality assurance reports, and incident reporting.

#### **Establish a system for documentation**

Establish a system for documenting contract performance that is consistent, clear, and accessible. This system should be agreed upon with the service provider and participant, and should include the type of documentation required, the frequency of documentation, and the format for documentation.

#### **Document service delivery**

Document the service delivery of the service provider, including the dates and times of service delivery, the specific services provided, and any issues or concerns that arose during the service delivery. This can be done using a variety of tools such as electronic systems, paper forms or checklists.

#### **Record progress towards goals**

Record progress towards the participant's goals and outcomes, including any milestones achieved, barriers encountered, and the strategies used to overcome those barriers.

#### **Record changes to the plan**

Record any changes made to the participant's plan, including changes in services, changes in service providers, and changes in goals or outcomes.

#### **Document communication with stakeholders**

Document any communication with stakeholders, including the service provider, participant, and any relevant regulatory bodies or oversight agencies. This can include email correspondence, meeting minutes, or notes from phone calls.

#### **Record any incidents or issues**



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Record any incidents or issues that arise during the contract period, including any concerns or complaints raised by the participant, service provider or any other stakeholders.

### **Review and analyse documentation**

Review and analyse the documentation regularly to identify patterns, trends, and areas for improvement. This analysis can help torts.

### **Step 5: Address any issues**

If issues arise with the service provider's performance, support coordinators should address them promptly. This may involve discussing concerns with the service provider, providing feedback and recommendations for improvement, or escalating issues to management or the relevant regulatory bodies.

#### **Identify the issue**

Identify the issue or problem that needs to be addressed. This can be done through regular monitoring and documentation of service delivery, as well as feedback from the participant, service provider, or other stakeholders.

#### **Gather information**

Gather information about the issue, including the nature of the problem, its impact on the participant, and any contributing factors. This can be done through direct observation, consultation with the participant or service provider, and review of relevant documentation.

#### **Develop an action plan**

Develop an action plan to address the issue, including specific goals, strategies, and timelines. This plan should be developed in consultation with the participant and service provider, and should be tailored to the specific needs and circumstances of the situation.

#### **Implement the action plan**

Implement the action plan, including any necessary changes to the service delivery, provider or other aspects of the contract. This may involve additional monitoring or oversight to ensure that the plan is being implemented effectively.

#### **Monitor progress**

Monitor progress towards the goals identified in the action plan, and make any necessary adjustments as needed. This may involve ongoing communication with the participant and service provider, as well as regular documentation and reporting of progress.

#### **Review and evaluate outcomes**

Review and evaluate the outcomes of the action plan, including whether the issue has been resolved or improved. This evaluation can help to inform future decision-making and improve the overall management of the contract.



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## **Step 6: Review and evaluate the contract**

At the end of the contract period, support coordinators should review and evaluate the performance of the service provider. This evaluation can inform decisions about whether to renew the contract or seek alternative service providers.

### **Review the contract terms and conditions**

Review the terms and conditions of the contract, including the services to be provided, the duration of the contract, and the expectations of both the participant and service provider

### **Review service delivery documentation**

Review documentation related to service delivery, including records of services provided, participant feedback, and any issues or concerns that have arisen during the contract period.

### **Evaluate service quality**

Evaluate the quality of the services provided by the service provider, including factors such as timeliness, responsiveness, and effectiveness. This evaluation should be based on the participant's goals and outcomes, as well as any relevant regulatory standards or guidelines.

### **Evaluate cost-effectiveness**

Evaluate the cost-effectiveness of the services provided, taking into account the participant's budget and the overall value for money of the services.

### **Identify areas for improvement**

Identify areas for improvement in the contract, service delivery or overall management, based on the findings of the evaluation. These may include areas such as communication, documentation, service quality or cost-effectiveness.

### **Develop an improvement plan**

Develop an improvement plan to address the areas identified for improvement, including specific goals, strategies and timelines. This plan should be developed in consultation with the service provider and participant, and should be tailored to the specific needs and circumstances of the situation.

### **Monitor progress**

Monitor progress towards the goals identified in the improvement plan, and make any necessary adjustments as needed. This may involve ongoing communication with the service provider and participant, as well as regular documentation and reporting of progress.

### **Review and evaluate outcomes**

Review and evaluate the outcomes of the improvement plan, including whether the identified areas for improvement have been addressed and any positive outcomes that have been achieved. This evaluation can help to inform future decision-making and improve the overall management of the contract.



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By following these steps, support coordinators can effectively review and evaluate the contract, identify areas for improvement and promote high-quality services that meet the needs and goals of the participant. Effective contract management can also help to prevent negative outcomes and promote positive outcomes for the participant.

Effective contract management is essential for support coordinators to ensure that NDIS participants receive high-quality services that meet their needs. By understanding the terms and conditions of the contract, establishing a contract management plan, monitoring performance, documenting contract performance, addressing any issues, and reviewing and evaluating the contract, support coordinators can ensure that NDIS service providers deliver services that meet the participant's expectations and achieve positive outcomes.

Until next time all the best with engaging with those participants and service providers you support.

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