## MS5: CONTRACTS AND SERVICE AGREEMENTS

#### POLICY

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| Community Gateway Inc. will abide by all its contracts and Service Agreements with funding bodies, and ensure that only high quality services are provided to clients and/or carers. Quality shall not be sacrificed in favour of lower cost. Principles are outlined in the Preferred Provider Guidelines. |

#### PROCEDURE

Community Gateway will have regular review of Service Agreements with agencies (renewed every 2 years), which provide services for clients of Community Gateway. These Agreements will detail the following:

Terms of the agreement; arrangements for service provision; standards of service provision; cooperation with other service suppliers; payment arrangements; cancellation arrangements; duties of contractors; insurance required; indemnities; engagement of employees; compliance with laws, including Child Protection legislation and the requirement for all staff to have regular criminal history checks; taxation; confidentiality; termination; agreement of limited duration; and governing law.

#### Compliance

The Chief Executive Officer and Directors shall ensure that any external provider of a service comply with the requirements of service provision to Community Gateway’s clients. Failure to observe the service requirements will lead to termination of the agreement.

#### MEASUREMENT

* Contracts and Service Agreements
* Contracts with external providers of services
* Provision of copies of insurances by contracted service providers
* Provision of annual statements that relevant criminal history checks have been carried out by contracted service providers

#### RESPONSIBILITIES

* Board of Management
* Directors
* All staff

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 1.1: Corporate Governance*

*Community Care Common Standard 1.2: Regulatory Compliance*

*Community Care Common Standard 1.6: Risk Management*

*Community Care Common Standard 2.1: Service Access*

*Disability Service Standard 6: Service Management*