



# Service Agreements with participants procedure

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## Scope

This procedure applies to all workers within CoAbility.

## Procedure Statement

These procedures have been developed to provide guidance to all workers in implementing our Service Agreements with Participants policy. CoAbility is committed to ensuring that the values, culture, diversity, and beliefs of a participant are identified, listened to and sensitively responded to.

These procedures provide guidance to workers to ensure that supports accessed by participants through CoAbility promotes, upholds, and respects the legal and human rights of participants, including the rights of each participant to have and exercise their own values, culture, diversity, and beliefs. In accordance with our Person Centred Supports approach, CoAbility will work with participants and their chosen supporters to ensure participants' culture, values, and beliefs are incorporated and practiced in the supports they receive.

This procedure should be read in conjunction with our Service Agreements with Participants policy.

## 1. Service Agreements with Participants

- 0.1 We recognise the importance of each participant accessing the supports that are most appropriate to them, and that best meet their needs, goals, and preferences. We understand that to fully exercise choice and control, participants need to fully understand the supports they have chosen, and how they will be provided. We will, with the participant and chosen supporters, collaborate to develop a Service Agreement that explains the agreed supports, any conditions associated with those supports, how supports will be delivered, and any costs we charge in association with support delivery.
  
- 0.2 The Service Agreement will be available to participants in the language, mode of communications, and terms best understood by them, co-signed by CoAbility and the participant (where appropriate).

## **2. How will we do this?**

2.1 We will apply our Person Centred Approach in every interaction with our participants. As part of this process, participants are able to direct all elements of our Person-Centred Support Cycle in ways that protect their privacy and promote their dignity. Please refer to Provision of Supports Policy & Procedure.

## **3. Access to Supports in developing Service Agreements**

3.1 When developing Service Agreements with participants we will:

- Ensure our workers are appropriately trained in our support offerings, our entry and withdrawal criteria, costs associated with supports, reasonable adjustment, and any conditions associated with supports
- Collaborate with participants and their chosen supporters to develop a Service Agreement that establishes expectations of both parties, explains supports to be delivered, and outlines any conditions that may be attached. This includes the costs of those supports, how, when and where the supports will be provided, when and how the Service Agreement will be reviewed, and our complaints handling process. We will explain and document any conditions in the Service Agreement
- Provide a copy of the Service Agreement to the participant in communication modes, language, and formats best understood and preferred by them
- Co-sign Service Agreements developed with participants and their chosen supporters, to demonstrate that Service Agreements have been fully discussed, understood, and documented
- Make every attempt to overcome situations where it may not be practicable for a participant to not have a copy of a Service Agreement. For example, with the participant's agreement, we may provide a copy to a chosen supporter they have identified to hold the agreement for them
- Document in detail, where a participant identifies that they do not want an agreement, what has been developed and agreed between CoAbility and the participant. This document will be filed for future reference and to ensure a participant's support plan and assessment matches the discussion with the participant
- Provide participants with their Service Agreement at any time, if they have chosen in the past to not have a copy. This Service Agreement will establish expectations of both parties, explain supports to be delivered, and outline any conditions that may be attached. It will explain and document any conditions in the Service Agreement. It will be provided to the participant in communication modes, language, and formats best understood and preferred by them.
- Allow the participant to take the draft Service Agreement away to consider should they be uncertain, to seek further advice, and to review their options.

## **4. Developing Service Agreements in Assessment**

4.1 When undertaking Assessments with participants for the delivery of supports, we will:

- Ensure our workers are appropriately trained in our support offerings, our entry and

withdrawal criteria, costs associated with supports, reasonable adjustment, and any conditions associated with supports

- Have a copy of the Service Agreement available in communication modes, language, and formats best understood and preferred by participants to check with participants as to whether they understand the Service Agreement and conditions, and how the assessment assists in the delivery of the supports outlined in the Service Agreement
- Offer the participant a copy of their Service Agreement if they do not have one with them at the assessment appointment.

## **5. Developing Service Agreements in Support Plan**

5.1 When developing a Support Plan with a participant we will:

- Ensure our workers are appropriately trained in our support offerings, our entry and withdrawal criteria, costs associated with supports, reasonable adjustment
- Have a copy of the Service Agreement available in communication modes, language, and formats best understood and preferred by participants to check with participants as to whether they understand the Service Agreement and conditions, and how the support plan links to the delivery of the supports outlined in the Service Agreement
- Offer the participant a copy of their Service Agreement if they do not have one with them at the support planning meeting
- Use the Service Agreement copy to collaborate with participants and supporters that links supports to be delivered with the Service Agreement and goals identified by the participant.
- Discuss and document supports to be accessed, including any associated costs
- Discuss and document in the Support Plan any conditions associated with supports with the participant and their chosen supporters, including why conditions are attached
- Discuss and document circumstances in which supports can be withdrawn.

## **6. Developing Service Agreements in Responsive Support Provision**

6.1 When using Service Agreements in providing responsive support provision to participants we will:

- Ensure our workers are appropriately trained in our support offerings, our entry and withdrawal criteria, costs associated with supports, reasonable adjustment
- Ensure both participants and our support workers have access to a copy of the Service Agreement for support plan review
- Provide participants with a copy of the Service Agreement as soon as practicable should they request it, in communication modes, language, and formats best understood and preferred by participants
- Monitor, implement, and review, as appropriate, any conditions associated with the Service Agreement
- Work with the participant and their chosen supporters as appropriate, should any conditions of supports be breached.

## Governance

Parent Policy	Service Agreements with participants Policy
Associated procedures/documents	<ul style="list-style-type: none"> <li>● Client Consent Form</li> <li>● Support Plan</li> <li>● Service Agreement</li> <li>● Privacy procedure</li> <li>● Staff Code of Conduct</li> </ul>
Legislation/links	<ul style="list-style-type: none"> <li>● <a href="#">National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Notifiable Instrument) [F2018N00041]</a></li> <li>● <a href="#">NDIS Code of Conduct</a></li> <li>● <a href="#">NDIS Terms of Business</a></li> <li>● <a href="https://providertoolkit.ndis.gov.au/51-service-agreements">https://providertoolkit.ndis.gov.au/51-service-agreements</a></li> </ul>
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