

3.3 Service Agreement with Participant

3.3.1 Service Agreement with Participant Policy and Procedure

3.3.1.1 Purpose

Nepean Centre undertakes the development of a service agreement during the access to support and assessment process and with the collaboration of relevant parties.

We will ensure that all parties know and agree to all aspects of the provided services.

3.3.1.2 Scope

The Disability Support Manager or their delegate, must develop a service agreement with the participant and ensure it is designed to meet their individual needs.

3.0 Policy

Nepean Centre collaborates with each participant to develop a service agreement which:

- establishes expectations
- explains the supports to be delivered
- specifies any conditions attached to the delivery of supports, including why these conditions are attached.

The participant is supported to understand their service agreement and conditions using the language, mode of communication and terms they are most likely to follow. We will supply Easy Read documents as required.

The participant must provide their consent or direction to develop and maintain links with other providers to collaborate and share information to meet their needs. The service agreement includes emergency and disaster management plans for individuals.

3.3.1.4 Procedure

Nepean Centre undertakes the following procedure to develop a service agreement with each participant:

1. Collaborate with the family, advocate or representative to ensure that the service agreement meets the requirements and links to needs, interests and aspirations.
2. Use appropriate communication methods to explore, explain and determine what is provided within the agreement.
3. Keep appropriate records explaining the process undertaken, including consent/direction to collaborate with other providers and to share information to enable the team to meet the participant's requirements.
4. Provide the participant with a copy of their service agreement. When the participant wishes not to keep a copy of the agreement, the circumstance under which the participant did not receive a copy must be documented and kept on the participant's file. Having the participant note that a copy was not required on the agreement is good practice.
5. The Service Agreement must outline the party or parties responsible and their roles, where applicable, for the following issues:
 - a. How will the participant communicate their concerns about a dwelling?
 - b. How will potential conflicts involving participant(s) be managed?
 - c. As agreed, changes to participant circumstances or support needs will be disclosed.
 - d. How vacancies are filled in shared living and how each participant has the right.
 - e. Are their needs, preferences and situation being considered?
 - f. How behaviours of concern are managed may put tenancy at risk if relevant to the participant
 - g. management of emergencies and disasters.

3.3.1.5 Related documents

- Code of Conduct Agreement
- Easy Read Documents
- Personal Emergency Preparation Plan
- Service Agreement
- Support Plan
- Support Plan – Easy Read

3.3.1.6 References

- NDIS Practice Standards and Quality Indicators 2021
- Work Health and Safety Act 2011 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)