**SERVICE AGREEMENTS WITH PARTICIPANTS - STANDARD AND SPIEL**

**STANDARD**

Service Agreements with Participants **-** (extract from NDIS Practice Standards: Core Module – 3 Provision of Supports Standard).

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant has a clear understanding of the supports they have chosen and how they will be provided.  |
| **To achieve this outcome, the following indicators should be demonstrated:** Collaboration occurs with each participant to develop a service agreement which establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached. Each participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand. Where the service agreement is created in writing, each participant receives a copy of their agreement signed by the participant and the provider. Where this is not practicable, or the participant chooses not to have an agreement, a record is made of the circumstances under which the participant did not receive a copy of their agreement. Where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements are in place with each participant and each specialist disability accommodation provider. At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters: * + How a Participant’s concerns about the dwelling will be communicated and addressed;
	+ How potential conflicts involving participant(s) will be managed;
	+ How changes to participant circumstances and/or support needs will be agreed and communicated;
	+ In shared living, how vacancies will be filled, including each participant’s right to have their needs, preferences and situation taken into account; and
	+ How behaviours of concern which may put tenancies at risk will be managed, if this is a relevant issue for the participant.
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**SPIEL**

Your explanation to the auditors of how you meet the above section of the Provision of Supports Standard t Standard.

For you to read, adapt and then insert into your NDIS Commission On-line Application

Yellow highlights definitely need your attention – make sure you delete what is not pertinent to your organisation

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| The Service Agreement (SA) and the associated Support Plans (SP) outline expectations including supports to be provided, length of SP, fees, conditions of service delivery and the rights and responsibilities of the participant and the provider. Collaboration on developing and understanding these documents starts from the time of initial contact where opportunities for the participant or their decision maker to identify preferences as to who will be involved and what supports they require to assist with understanding their intent and content. XXX staff take time and use communication strategies to ensure the participant and/or their decision maker understand the key contents of the SA and SP. This may include but is not limited to using modified language, assistive technology, interpreters. Once the SA is understood and everything is deemed satisfactory, including the SP outlined, the SA is signed by provider and participant/responsible decision maker and a copy provided to the participant. Any changes to the SA are noted through amendments to the Service Agreement and initialled by both parties. Alternatively a new SA will be made that overrides the previous one. If the participant does not want a copy of the agreement, this, along with the reasons why, is noted in their file. Following this initial and follow up interviews / assessments and in collaboration with each participant, the SP is finalised, signed and provided to the participant. Internal audits are undertaken to ensure the SA is completed in full, signed by the participant and the provider, filed and a copy provided to the participant. The effectiveness of how well we collaborate with and explain to our participants is evaluated through our Participant Survey and our outcomes are assessed through our goal attainment quality improvement activity and SP Reviews – see results. XXX does not provide supported independent living.Supporting Documents Already Provided* *Service Agreement*
* *New Participant Intake Checklist*
* *Support Plan*
* *Support Plan Audit -* Include results if you have them.
* *SOP-Support Plan Review Process*
* *Service Agreement Audit -* Include results if you have them.
* *Participant Survey*
* *Goal Attainment Quality Improvement Activity* - Include results if you have them.
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