



SERVICE AGREEMENT WITH PARTICIPANTS POLICY AND PROCEDURE

Wide Bay Respite Services



Service Agreement with Participants Policy and Procedure

PURPOSE

Wide Bay Respite undertakes the development of a Service Agreement during the access to Supports and Assessment Process and with the collaboration of relevant parties to ensure that all parties are aware of and agreed to all aspects of the services being provided.

SCOPE

It is the responsibility of the Manager or their delegate to undertake the development of a Service Agreement with the participant to ensure it is designed specifically for the participant.

POLICY

Wide Bay Respite collaborates 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.

The 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 follow.

The participants must give consent or direction to develop and maintain links utilising collaboration with other providers to share information and meet participant needs

PROCEDURE

- Wide Bay Respite undertakes the following process to develop a Service Agreement with each participant:

 - Collaborate with the family, advocate or representative to ensure that the Service Agreement meets the requirements and is linked to needs, interests and aspirations.

 - Use appropriate communication method to explore, explain and determine what is being provided within the agreement.

 - Records are kept explaining the process undertaken, include consent or direction to collaborate with other providers to share information to enable the team to meet the participant's requirements.

Wide Bay Respite Services

Supporting the caring roles of families



Copy of Service Agreement is given to the participant.

Supported Disability Accommodation Service Agreement must include outline the party or parties responsible and their roles (where applicable) for the following matters:

Addressing how a Participant's concerns about the dwelling will be communicated.

Management of potential conflicts involving participant(s).

Agree on how changes to participant circumstances and/or support needs will be disclosed.

In shared living, method of filling vacancies, including each participant's right to have their needs, preferences and situation considered.

Management of behaviours of concern which may put tenancies at risk, if this is relevant to the participant.

Ratified by the Board of Management:

Date/...../.....

Circulated to staff:

Date/...../.....

To be reviewed:

Date/...../.....

Signed

Manager

Signed

President