

SERVICE AGREEMENT POLICY AND PROCEDURE



Purpose and Scope

This policy and procedure ensures each participant has a clear understanding of the supports they have chosen and how they will be provided.

This policy applies to all participants, staff and volunteers.

The Community Engagement Manager is responsible for implementation of this policy.

POLICY STATEMENT

Individualised, person centred care for participants is pivotal to the provision of high-quality supports and services. We aim to provide excellent service outcomes for all participants, and a harmonious and safe workplace.

To support this, Cahoots will collaborate with each participant during the service intake process to develop a Service Agreement which establishes the participant's service expectations, support delivery is explained and specifies any conditions attached to the delivery of supports, including why these conditions are attached.

A Service Agreement will set out the arrangements for providing supports to be put in place in the event of an emergency or disaster.

The participant will be supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand.

Prior to attending a Cahoots service, a written Service Agreement between the participant and Cahoots will be agreed to and signed by both parties. Where this is not practical, or the participant chooses not to have an agreement, a record will be made on the participant's file of the circumstances under which the participant did not receive a copy of the agreement.

A copy of the signed Service Agreement is automatically generated and emailed to the participant (or the Participant's Representative) once both parties have signed.

PROCEDURE

1. Using the Cahoots Service Agreement Template, a service agreement is created during the Service Intake Appointment.
2. A Family Relationship Officer will collaborate with each participant (or Participant's Representative) during the Service Intake Appointment to create a Service Agreement.
3. Once determined that a participant is willing to proceed and their support needs can be met, the written Service Agreement, together with the participant's Support Plan, Participant Risk Assessment and Action Plan, Code of Conduct, Medication Consent Form and Access to Personal Information Consent Form will be emailed to the participant (or Participant's Representative) for signing and return.
4. A copy of the signed Service Agreement, participant's Support Plan, Participant Risk Assessment and Action Plan, Code of Conduct, Medication Consent Form and Access to Personal Information Consent Form is automatically generated and emailed to the participant (or the Participant's Representative) once both parties have signed.

Communication

This policy will be communicated in an appropriate way to:

- Participants and their support networks through Cahoots e-newsletter, website, intake process, easy to read flyers and accessible on request.
- Staff and volunteers through inductions, professional development and staff meetings.

Policy Review

This policy will be reviewed every two years in consultation with participants and their support networks together with staff and volunteers.

Related Documents

- Cahoots Service Agreement Template
- Cahoots Support Plan Policy and Procedure
- Cahoots Service Access and Exit Policy and Procedure
- Cahoots Learning Outcomes
- Cahoots Complex Care Needs Policy
- Cahoots Formal and Informal Supports Policy
- Cahoots Medication Management Policy
- Cahoots Mealtime Management Policy and Procedure
- Cahoots Behaviour Support Policy and Procedure
- Cahoots Restrictive Practices Policy
- Cahoots Emergency and Disaster Management Policy
- Cahoots Individual Values and Beliefs Policy
- Cahoots Early Childhood Supports Policy
- Cahoots Access to Personal Information Consent Policy
- Code of Conduct – Adult Participants
- Code of Conduct – Kids and Teens

Versions

No.	Approval Date	Description of Amendment
1.0	1/4/2023	Policy created, NDIS Quality Standards

Owner	Approver	Next Review
Community Engagement Manager	CEO	April 2025