

CS3.9 Participant Service Agreements

Purpose

1. To set out the expectations and processes for staff to develop agreements with SAVVY participants and/or their carers, parents or guardians.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 2: Provider Governance and Operational Management

Legislative Alignment

1. Disability Discrimination Act 1992
2. National Disability Insurance Scheme Act 2013
3. Privacy Act 1998
4. Privacy Amendment (Enhancing Privacy Protection) Act 2012

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. participant service agreements represent the best quality of care allcare is capable of providing to the participant, given the available agency resources;
 - a. are in the best interests of the participant and/or in consultation with their carers/guardian;
 - b. re participant-focused and, in line with an outcome measured framework;
 - c. work towards a positive outcome.
2. Each service at allcare ensures that accreditation standards and/or requirements of the relevant funding body in relation to participant service agreements and contracting are met. These program specific policies and procedures are set out in program manuals.

Procedures

1. When participants start with allcare they may be asked to sign a Service Agreement. This outlines the roles and responsibilities between the participants and allcare. It covers the following points:
 - a. Scope of Engagement (outline of services provided);
 - b. Service (outline of what can and will be provided);
 - c. participants' Rights and Responsibilities;
 - d. Fees (the agreed costs for services);
 - e. Payment Terms (participant terms to meet payment for services (if any));
 - f. Privacy and Confidentiality (privacy of information, both personal and financial);
 - g. Commitment to keep personal information confidential;
 - h. Grievance and Feedback Procedure;
 - i. participant Consent (for receiving care and services);
 - j. Respect and Safety (outline of common expectations)
2. participants may invite other people e.g. family, carer, or advocate, to take part in preparing the participant service agreement. At times allcare may suggest the involvement of others e.g. an agency also working with the participant. In these situations, it must be clear that the participant's consent has been given, usually in writing or at least noted on the file.
3. Timing: Wherever possible a participant service agreement should be developed prior to the commencement of service delivery. Where this is not possible the participant service agreement should be finalised within the first four weeks of the service commencement.
4. A signed copy of the service agreement is kept on the participant's file and another is kept by the participant. Copies may be given to other people or agencies with the participant's consent.

References to other SAVVY policies and external sources

1. CS1.1 Human Rights
2. CS1.2 Access and Equity
3. CS2.4 Feedback and Complaints
4. CS3.5 Participant Record Management
5. CS3.2 Access and Intake

Summary of attachments

1. Nil

Version Control

1. 1 April 2023 - New Policy Creation