



MODULE 6:

Service agreements and Shared Management



Contents

Introduction	3
Activity 6.0: How do you rate for Shared Management service agreements?	4
Activity 6.1: Why is having a good service agreement important?	5
Activity 6.2: What should you include in a Shared Management service agreement?	6
Activity 6.3: Including a person's goals and strategies in the service agreement	9
Activity 6.4: How do you now rate for Shared Management service agreements?.....	10



Don't forget!
Make sure you save your work by downloading and saving this PDF to your own computer before you write in it.

Introduction

This module is designed to be highly practical and very focused on service agreements. The NDIA recommends that providers establish a service agreement with each person to whom they provide services. This makes good sense for several reasons and we encourage people and providers to ensure they have an agreement in place.

As previous modules have already demonstrated, in Shared Management arrangements the service agreement is a particularly powerful tool for helping to establish clarity and accountability founded on open communication and a trusting relationship. In this module, you will learn how to ensure that your Shared Management service agreement is comprehensive and understandable to everyone. And we're making that easier for you by providing you with a great template to get you started.

As always in disability services, we encourage you to keep in mind this one important thing: people with disability want services mainly for the purpose of assisting them to have a good life. It's actually "having a good life" that they mostly want. Accessing services can be a necessary step that enables them to pursue the life they want to have. In this context, the administration, organising and delivery of your services should be as simple, uncomplicated and burden-free as possible for the people using your services. A good service agreement can help you achieve this.

Learning Outcomes

By the end of this module, you will be able to:

1. Explain why having a Shared Management service agreement is important
2. Create a service agreement that is comprehensive and accessible to your staff and the people you support
3. Demonstrate how to incorporate the goals and strategies in a person's plan into their service agreement

Activity 6.0: How do you rate for getting the person's plan and service agreement right in Shared Management?

Take a few moments to review your scoring about service agreements from Module 1. Either transpose your scores from the Module 1 workbook into the table below, or do the quiz now. Using the scale below, rate your response to each of the following statements.

Non-existent: 1

Patchy: 2

Average: 3

Very good: 4

Can't be better: 5

Your Score here

In our organisation, each Shared Management service agreement is customised to reflect the goals and outcomes in the person's plan	1	2	3	4	5	
Our organisation's well-developed checklists, templates and discussion guides ensure that our Shared Management service agreement discussions cover everything they need to	1	2	3	4	5	
Our service agreements reflect a shared understanding of what we and the person want to achieve together and how we will work together to do that	1	2	3	4	5	
Our service agreements are clear about when the agreement is to be reviewed and when and how it can be terminated	1	2	3	4	5	
Our service agreements say how we will all ensure that things stay on track and what we will do if things go off track	1	2	3	4	5	
Our organisation has systematic ways of collecting feedback and information about how our Shared Management services can be improved	1	2	3	4	5	

Total Score

Activity 6.1: Why is having a good service agreement important?

Most providers are familiar with service agreements because they have been using them for many years. However, a service agreement may be new to many people and families, some of whom might not see the need for one, or think there is any value in having one. Being able to explain **why** service agreements are important and useful is likely to allay the reservations that many people might have.

In the space below, make notes about why you think having service agreements are important in Shared Management. If possible, try to identify at least three or four reasons. As Leighton and Melanie discuss the question, make further notes if they identify things you haven't thought of.

1.

2.

3.

4.

Activity 6.2: What should you include in a Shared Management service agreement?

The NDIS has created some useful service agreement resources for providers including a sample agreement. You can access, download and adapt these resources at: [NDIS Provider Toolkit: providertoolkit.ndis.gov.au](https://www.ndis.gov.au/providers/toolkit). These NDIS documents are also in the supplementary resources accompanying this Module.

Other organisations have also created sample agreements and template documents that providers can use. You can find some of these in the supplementary resources folder too. For this Activity, we are using WAI's "easy read" sample service agreement, which is in the supplementary resources. Please open and peruse the sample service agreement, or watch the video and listen as Leighton and Melanie discuss some of the most important elements you need to consider in Shared Management. Make notes in the relevant sections below.

Responsibilities (pages 7-11)

Page 8. What the person needs to do

Page 9. What you (provider) need to do

Page 10. What both parties need to do together

Page 12. Paying for supports

Page 15. Changing the agreement

Page 16. Ending the agreement

Managing the relationship

Monitoring the agreement

Activity 6.3: How do you include a person's goals and strategies in their service agreement?

NDIS service agreements include a 'schedule of supports' which summarises the supports the person is purchasing from you and the cost of those supports. This is information that is drawn from the person's plan and can easily be incorporated into the service agreement.

It is also important to listen closely to the person to ensure that what is important **to** the person and what is important **for** the person is also reflected in their service agreement. Sometimes these things are not represented well in the person's plan, so it is important to ensure you include them even if the NDIS hasn't clearly heard them. Remember that a person's funding for 'core supports' in the NDIS can be used across any core support services that contribute to them achieving their goals, providing the person with some flexibility over how they use that funding. In some cases, the person may be able to use that flexibility to ensure that services that are important to or for them are included, even if these are not explicitly recorded in their plan.

Make notes in the spaces below as Leighton and Melanie discuss some strategies for ensuring you know what's important to and for the person, and for reflecting these in the person's service agreement.

How can you be sure you know what's important to the person and for the person?

Activity 6.4: How do you now rate for getting the person's plans and service agreements right in Shared Management?

Take a few moments to redo the quiz from Activity 6.0. Are you now better prepared and more confident that you can develop and use high quality Shared Management service agreements that include and reflect the person's priorities and goals? Using the scale below, rate your response to each of the following statements.

Non-existent: 1	Patchy: 2	Average: 3	Very good: 4	Can't be better: 5	Your Score here	
I am confident that I know how to use the flexibility within the NDIS Price Guide to support people to get the support they need	1	2	3	4	5	
Our organisation's well-developed checklists, templates and discussion guides ensure that our Shared Management agreement discussions cover everything they need to	1	2	3	4	5	
The information our organisation has about Shared Management is comprehensive, easily understood and accessible for both people and staff	1	2	3	4	5	
Our service agreements include clauses about how and when an agreement is to be reviewed and terminated	1	2	3	4	5	
Our organisation has systematic ways of collecting feedback and information about how our Shared Management services can be improved	1	2	3	4	5	
In our organisation, each Shared Management service agreement is customised to reflect the goals and outcomes in the person's plan	1	2	3	4	5	

Total Score