

Purpose

The NDIS LWB 905 Evidencing Service Agreement Consent Procedure will provide Life Without Barriers (LWB) staff with guidance on how to record evidence of a person’s consent to their Service Agreement with LWB. Refer to the [NDIS LWB 904 Evidencing Consent – Procedure](#) for information about how to evidence consent to plans, protocols or assessments.

The Service Agreement is a legally binding document that is mandatory for all people accessing NDIS services through LWB. The Service Agreement documents what the person and LWB have agreed to. For example, the Service Agreement details what supports will be delivered, how they will be delivered and how payments or claims will be made for supports provided. It also includes information about how to raise concerns or provide feedback.

When a Service Agreement is returned signed or verbal consent is provided to LWB, the Service Agreement needs to be uploaded to the person's CIRTS file, and a free text Progress Note recorded.

When a new Service Agreement is created, verbal consent is provided to generate the Service Agreement in SACA. This enables services and claiming to start.

- Written consent can be – a signature on the actual Service Agreement or an Email or Letter giving consent from the person we support, or their formal or informal decision maker.
- Verbal consent – this could be from the person we support or their formal or informal decision maker.

Evidence conversation with and consent of the person we support in your Progress




Note

Record all details and discussions with the person about the Service Agreement.

- When did it happen, and who was there?
- Detail the person-centred communication used, including any style or aids, speech, augmentative and alternative communication strategies, visual cues, objects, pictures, or diagrams. Resources used can be attached to the Progress Note as additional evidence of the support provided.
- Detail things like informed consent, information sharing, confidentiality, and privacy.
- How did you explain the Service Agreement to the person?
- What questions did you ask to clarify their understanding or concerns about consent?

If evidencing a conversation with the person we support explaining the return of a Service Agreement signed by a formal or informal decision maker.

	<ul style="list-style-type: none"> Record how you explained that the signed Service Agreement will be uploaded to their CIRTS file and how you spoke to them about their consent to do so. What questions did you ask to clarify their understanding or concerns about consent? Describe the person's facial and personal expressions, body language or behavioural cues, words and vocalisations used in giving their consent to upload to the file CIRTS
<p>Requesting consent on a Service Agreement from a formal or informal decision maker</p> 	<ul style="list-style-type: none"> Telephone or message the person and inform them that you are sending an email with the Service Agreement as an attachment for them to read and consent to. The email subject line should be "Signature request" In the body of the email, include the text below (this can be copied and pasted into the email). Please ensure you insert the correct names. <p><i>Please find attached [insert person's name] Service Agreement dated [insert start and end date].</i></p> <p><i>Life Without Barriers has discussed this document with [insert person's name] and informed them of this request to sign. As a <u>formal or informal</u> decision maker for [insert person's name], Life Without Barriers requests your consent to this Service Agreement. We appreciate that it is not always convenient to sign documentation, and a reply email noting receipt of and agreement to this Service Agreement would be sufficient.</i></p> <p><i>If no response is received within 2 weeks of the date of this email, LWB will consider the Service Agreement approved and will implement it as detailed in the Agreement.</i></p> <p><i>We would be very happy to discuss any aspect of the Agreement. If you wish to discuss this, please contact [insert Disability Support Leader name] on [insert Disability Support Leader email and phone number]. Kind regards. [insert your name]</i></p> <ul style="list-style-type: none"> Send the email.
<p>Evidencing Service Agreement consent in your Progress Note</p>	<ul style="list-style-type: none"> Ensure all follow-up actions to retrieve the signed Service Agreement are recorded in the Progress Note. When the finalised Service Agreement is received:



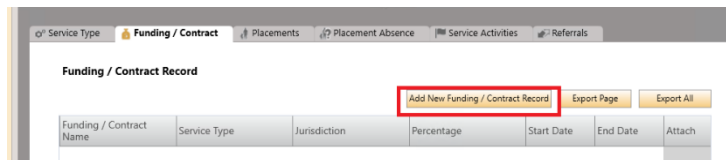
- Written (Signed Service Agreement): Create a Progress Note detailing when and how the signed Service Agreement was received.
 - Written (Email / Letter/ SMS) – Create a Progress Note and attach the correspondence.
 - Verbal – Create a Progress Note and document the conversation and consent given.
- If an email/letter /SMS needs to be attached to a person's CIRTS record, attach it as:
 - a. an Outlook item; or
 - b. a PDF file.

Note: For an SMS message, take a screenshot of the SMS message and email the screenshot to the service email so you can attach it to your Progress Note.
 - Ensure the Progress Note is recorded with the Subject Category> Legal.
 - So you can easily search for the Progress Note, include in the Subject Line “Signed Service Agreement upload to CIRTS on ‘date’”.

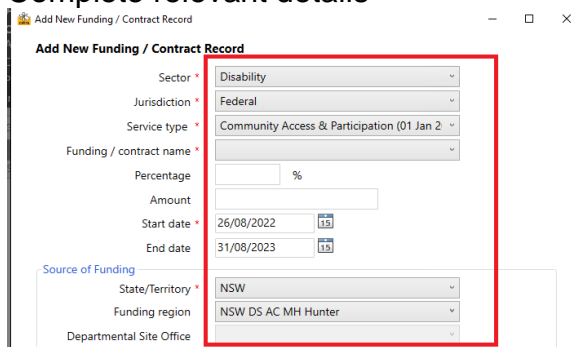
Upload the Service Agreement to CIRTS under Funding/Contract Record



- When the Service Agreement has been consented to, the document needs to be uploaded to CIRTS.
 - Update the Progress Note/s to detail whether the consent was received verbally, in an email or by letter.
 - Go to Programs Tab in the CIRTS file
- Click on “Add New Funding/Contact Record



- Complete relevant details



- Click “Add New Attachment”

- Attach the signed document and click “Save”

* Denotes required field

- If adding a signed document to an existing unsigned version of the Service Agreement.
 - Open the Service Agreement
 - Double click on the original document
 - Select “Edit”
 - Select "Add new Attachment"
 - Attach the signed document and click “Save”.

Linking your
Progress Note to
the NDIA
Funding/Contract
Record in CIRTS



When needing to link a Progress Note to a Service Agreement previously saved in CIRTS, update or include these details:

- Remove any previous “comments” for example – Refer to Progress Note – “Service Agreement sent for Signatures” from the comments section.
- Recorded a new comment in the "Comments" section of the Funding / Contract Record (see example in the image below).
- Update the Progress Note/s to detail whether the consent was received verbally, in an email or by letter.
- Ensure that the "Subject" and the "Date Occurred" on your Progress Note match the details entered in the comments section. This will make the search process easier and quicker.

Add New Funding / Contract Record

Sector * Disability

Jurisdiction * Federal

Service type * Historical Specialised Service (Disability) 01

Funding / contract name *

Percentage %

Amount

Start date * 26/06/2022 [US]

End date 31/06/2023 [US]

Source of Funding

State/Territory * NSW

Funding region NSW DS AC MH Hunter

Departmental Site Office

Comments Refer to Progress Note Subject Signed Service Agreement Received -31/08/2022

Attachments

File Name	Description	Date Added	Added By	File Size
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* Denotes required field

Save Cancel