

Core Module Manual

Full Care Lifetime

DIVISION 4 - SUPPORT PROVISION ENVIRONMENT PARTICIPANT MONIES POLICY AND PROCEDURE

The purpose of this procedure is to provide guidelines for Full Care Lifetime in relation to the management of its participant's funds and to ensure relevant checks and balances are in place to ensure compliance.

POLICY

Full Care Lifetime works with participants and their representatives to develop an Individualised Budget as per the participant's NDIS Service Agreement or Aged Care Home Care Agreement.

Full Care Lifetime can charge participants an administration fee which will be captured in the participant's NDIS Service Agreement or Aged Care Home Care Agreement.

PROCEDURES

NDIS participants' individualised budgets will include:

- The participant's goals, assessed needs and preferences.
- Funds available in their plan
- Service preferences and selections outlined in the care plan
- Individualised budgets must be amended whenever participants' care plans or costs change.
- Full Care Lifetime will provide participants with a monthly statement of funds available and their expenditure in respect of the care and services delivered.
- Full Care Lifetime will provide families and/or their representatives with reports about participants' funds on an as required.
- Full Care Lifetime will report to the relevant stakeholders including government bodies where any discrepancies in the money management system occur.

Fee for service participants

- Participants are given a list of fees for service when they enquire about care and services.
- Service is agreed, documented and signed.
- When participant preferred payment option is direct debit, a direct debit form is completed.
- When direct debit is used, the amount will be debited from the participant account fortnightly on a set day of the month by Management liaising with the participant's bank.
- Details of the participant direct debit are sent to Management (a copy is given to the participant; the original is kept in the Management office).
- When a participant chooses to pay in cash, this must be receipted immediately and recorded.
- A monthly tax invoice and statement is sent to each participant, clearly showing fees for care and services provided.
- When an adjustment is needed, a 'fee adjustment form' is used; a new original and copy are required, and the obsolete forms are written across as 'obsolete' with date and the initials of the employee making the adjustment.
- When a participant leaves the service, Management is to be informed so they can make any adjustments or reimbursements in a timely manner.

Monitoring and Review

Core Module

Core Module Manual

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Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.