

# Core Module Manual

Full Care Lifetime

## SERVICE ACCESS POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure Full Care Lifetime offers each participant access to services based on consultation with the participant or participant's representative. Full Care Lifetime will assess each participant comprehensively, and participant needs will be documented and agreed before commencing care and service delivery.

### POLICY

Full Care Lifetime will collaborate with as part of a broader service delivery network, which enhances its own service delivery and provides its participants with appropriate referrals and services that meet their needs.

Full Care Lifetime's service delivery environment will be safe and engaging, accessible and responsive to its participants' needs.

Full Care Lifetime's eligibility, priority of access and waitlist management is implemented in a fair and transparent manner and it also in line with Full Care Lifetime and NDIS Participant Charter.

We will inform the community, potential participants and other services about its services and access requirements through active engagement strategies that encourage and facilitate participant and stakeholder participation.

### PROCEDURES

- Full Care Lifetime will build relationships with local agencies, health services and advocacy services and participate in relevant local networks including conferences to increase service and referral options for its participants and other stakeholders.
- We will work with local Aboriginal and Torres Strait Islander and CALD service providers to assist culturally sensitive service delivery to participants.
- We will distribute marketing information about its services in appropriate formats to local community and other relevant agencies.
- We will maintain an informational brochure in appropriate formats on its services and distributes to community when appropriate.
- We will manage referrals from prospective participants.
- Full Care Lifetime aims to provide quality services that are affordable and accessible to families of diverse economic status.
- Full Care Lifetime has eligibility and priority criteria and entry rules in place for potential users to access the service based on capacity, available resources and funding.
- To be eligible to receive Full Care Lifetime's disability services, participant must have one or more identified intellectual, cognitive, neurological, sensory or physical impairments or is a child with developmental delays.
- Full Care Lifetime examines participants relative need compared to others who receive or want to receive Full Care Lifetime's services.
- We will take into account priority access for people with special needs.
- We adopt and applies non-discriminatory eligibility criteria and entry rules with respect to age, gender, race, culture, religion, and disability, consistent with funding obligations and applicable legislation.
- The Operations Manager will book an Intake Interview with the participant within 5 working days of their initial contact with them or sooner if the person's needs are considered urgent.

### Core Module

# Core Module Manual

## Full Care Lifetime

- Full Care Lifetime's entry and exit procedures are fair, equitable and consistently applied by staff.
- Full Care Lifetime maintains an intake process to answer enquiries and take referrals.
- The Operations Manager will conduct all Intake Interviews. They will provide the person with information about entry and exit procedures; eligibility and priority of access requirements; conditions that may apply to service provision; and fees.
- The Operations Manager will listen to participant needs and help participants to make informed choices explaining carefully what can be delivered to and for them, assist in their area of need and explain how their need can be met.
- Participants are consulted and have choice and control over their daily lives as per Decision Making and Choice Policy and Procedure.
- A schedule of fees and charges is then given to the participant.
- Communication is an open two-way process and participants can make an appointment to discuss items of concern with the service Manager.
- All literature and information are explained in clear and concise English so that professional terms are understood, and interpreters will be utilised where necessary.
- If services cannot be provided, the participant will be provided with a clear reason based on eligibility criteria.
- Participants refused services has the right to appeal the decision. Appeals should be directed in writing to Full Care Lifetime Director and a final decision will be made by the Management Team.
- Regulatory compliance will be on the agenda for all staff meetings.
- Full Care Lifetime provides participants with Full Care Lifetime Participants Handbook which provides information on Service Access, Decision Making and Choice, Participants Monies Management and Complaints, Disputes and Feedback.
- Staff are not permitted to sign or witness any legal documents for participants or participants' friends.
- Neither Full Care Lifetime management nor its staff are involved in any way with participant legal affairs.
- Participants and/or their representatives are consulted before discharge from the service.
- Consultation with participants and/or their representatives occurs before changes to service personnel or the service.
- Agreed service changes are in writing and consultation occurs (where possible) before the changes take effect.
- If the participant is unable to give a written consent then following way are applicable :
  - Verbal Consent – Obtain and document verbal agreement through recorded calls or in-person discussions.
  - Audio or Video Recording – Record the participant providing consent via audio or video as an alternative to written signatures.
  - Third-Party Witness – Have a trusted support person, guardian, or advocate witness and confirm the participant's consent.
  - Digital Consent – Use electronic methods such as emails, text messages, or digital consent forms with checkboxes.
  - Alternative Communication Methods – Utilize assistive technologies, such as speech-to-text, communication boards, or sign language interpreters, to facilitate consent.
  - Thumbprint or Mark – Allow the participant to provide a thumbprint or other physical mark in place of a signature if they are unable to write.
  - Proxy or Guardian Consent – Obtain consent through an appointed legal guardian or power of attorney when applicable.
  - Nonverbal Cues – For participants with communication barriers, document affirmative gestures (e.g., nodding, raising a hand) as a form of consent.
- Staff are kept informed and consulted through regular memos and meetings.

## Core Module

# Core Module Manual

## Full Care Lifetime

### Monitoring and Review

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.