

# Core Module Manual

Full Care Lifetime

## SERVICE AGREEMENT WITH PARTICIPANTS POLICY AND PROCEDURE

Full Care Lifetime undertakes the development of a Service Agreement during the Access to Supports and Assessment Process and with the collaboration of relevant parties. To ensure that all parties are aware of and agreed to all aspects of the services being provided.

It is the responsibility of the Director or their delegate to undertake the development of a Service Agreement with the participant to ensure it is designed specifically for the participant.

### POLICY

Full Care Lifetime collaborates with each participant to develop a service agreement which establishes:

- Expectations,
- Explains the supports to be delivered, and
- Specifies any conditions attached to the delivery of supports, including why these conditions are attached.

The participant is supported to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to follow. We will supply an Easy Read format, as required.

The participants must give consent or direction to develop and maintain links utilising collaboration with other providers to share information and meet participant needs.

### PROCEDURE

Full Care Lifetime undertakes the following process to develop a Service Agreement with each participant:

- Collaborate with the family, advocate or representative to ensure that the Service Agreement meets the requirements and is linked to needs, interests and aspirations.
- Use appropriate communication method to explore, explain and determine what is being provided within the agreement.
- Records are kept explaining the process undertaken, include consent or direction to collaborate with other providers to share information to enable the team to meet the participant's requirements.
- Services may be adjusted, delivered remotely, or referred to alternative providers, with clear communication via SMS, phone, or email.
- Participants must update providers on urgent needs and contact details, while providers inform participants of service changes.
- Providers are not responsible for service disruptions beyond their control, with defined payment terms, including refunds and emergency surcharges.
- Compliance with NDIS regulations and government guidelines, with a dispute resolution process and regular reviews for improvement.
- Copy of Service Agreement is given to the participant.
- Should a participant not wish to keep a copy of the agreement, then the circumstance under which the participant did not receive a copy of the agreement, must be documented and kept on the

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participant's file. It is good practice to have the participant make a note on the agreement that a copy was not required.

- Conditions under which a participant can wish not have a copy of the service agreement are :
  - Participant Choice & Control – Participants can choose not to have a service agreement if they prefer.
  - Short-Term or One-Off Services – Not required for low-cost, one-time, or short-term supports.
  - Self-Managed or Plan-Managed – Those managing their own funds may opt out.
  - Informal Support Arrangements – Not needed if services are provided informally (e.g., by family or friends).
  - Existing Contracts – If another contract already covers the services, a separate NDIS agreement may not be necessary.
- Supported Disability Accommodation Service Agreement must include outline the party or parties responsible and their roles (where applicable) for the following matters:
  - Addressing how a Participant's concerns about the dwelling will be communicated.
  - Management of potential conflicts involving participant(s).
  - Agree on how changes to participant circumstances and/or support needs will be disclosed.
  - In shared living, method of filling vacancies, including each participant's right to have their needs, preferences and situation considered.
  - Management of behaviours of concern which may put tenancies at risk, if this is relevant to the participant