



# FULL CARE LIFETIME

## NDIS POLICIES AND PROCEDURES

### MANUAL

### MODULE FOUR

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# SPECIALISED SUPPORT COORDINATION

## Introduction

NDIS (National Disability Insurance Scheme) Specialist Support Coordination is a service provided to NDIS participants with more complex needs. This level of support goes beyond regular support coordination and focuses on reducing the complexity of the participant's support environment. The goal is to help participants overcome immediate and/or significant barriers that may be hindering the implementation of their NDIS plan.

Specialist Support Coordination involves working with participants to develop strategies to manage their disability-related needs, including identifying suitable services and providers. The role of the Specialist Support Coordinator is to work collaboratively with the participant, their support network, and other service providers to ensure the participant's goals and objectives are met.

The Specialist Support Coordinator is also responsible for monitoring the implementation of the participant's plan and ensuring that all services and supports are delivered in a timely and appropriate manner. They may also provide ongoing support and assistance to participants to help them build their capacity and achieve greater independence.

Overall, NDIS Specialist Support Coordination is an important service that provides participants with the extra support they need to overcome barriers and achieve their goals. By working closely with participants and their support networks, Specialist Support Coordinators play a critical role in ensuring that participants receive the support they need to live a fulfilling life. Specialist support coordination helps participants:

- address complex barriers that affect their access to supports
- design a service plan for their support needs, where appropriate.

## Definition

**Coordination of Supports** - assistance to strengthen a participant's ability to connect to informal, mainstream, and NDIS-funded supports. It includes resolving points of crisis, developing capacity and resilience in a participant's network, and coordinating support from a range of sources. Over time as a participant's capacity is strengthened this support may be replaced by Support Connection or the introduction of a LAC or Early Childhood Early Intervention Partner in subsequent plans.

**Specialised Support Coordination** - includes all the activities outlined in Coordination of Supports but addresses situations where a specialist is required because of high-level risks in the participant's situation. Specialist Support Coordination is delivered in a time-limited, outcomes

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focused manner and by an appropriately qualified and experienced practitioner such as a Psychologist, Occupational Therapist, Social Worker, or Mental Health Nurse.

**Support Connection** - assistance for participants to implement their NDIS Plan by strengthening their ability to connect with supports, helping them to understand their plan, assisting with ongoing management of supports, and answering questions as they arise. Support Connection is occasionally referred to Registered NDIS Support Coordinators but is commonly undertaken by Local Area Coordinators (LACs).

**Support Coordination level 1**-Participants only need some assistance and support to implement the plan. Support Coordination Level 1 is suitable for participants who only require minimal assistance to implement their plan. This level of support may include providing information, linking participants with appropriate services, and guiding participants to access the services and supports they require. For example, a participant with a physical disability who requires assistance in accessing transport may require level 1 support coordination.

**Support coordination level 2**-Participants need assistance with implementation of supports and monitor the services. Support Coordination Level 2 is suitable for participants who require more extensive support to implement their plan. This level of support may include coordinating and monitoring services and supports, liaising with providers, and ensuring that services are delivered according to the participant's plan. For example, a participant with an intellectual disability who requires assistance in managing their finances and accessing housing support may require level 2 support coordination.

**Support coordination level 3** - Participants with higher risks and levels of care requiring a specialised framework. Support Coordination Level 3 is the highest level of support coordination available. It is designed for participants with higher levels of care needs who require a specialised framework to manage their plan effectively. This level of support may include providing intensive support to participants with complex medical conditions, managing risks and safeguarding requirements, and liaising with other professionals and services to ensure the participant receives the necessary care and support. For example, a participant with a severe mental health condition who requires intensive support to manage their medications and access specialised mental health services may require level 3 support coordination.

**Registered Plan Management Provider** - an NDIS provider who is registered to manage the funding for supports in NDIS participants' plans. Providers must be registered to provide Plan Management. Plan Management Providers are responsible for purchasing supports identified in participants' plans (including paying any applicable indirect costs, such as taxes; receiving and managing funding provided by the Agency; and acquitting funding provided by the Agency.

**Registered Support Coordination Provider** – an NDIS provider who is registered to help NDIS participants to identify, connect with and work with service providers who provide the supports best suited to them. Providers must be registered to provide Support Coordination.

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### Intake

The process of intake for Support Coordination funded participants in their NDIS Plan involves collaborating with their NDIS or LAC Planner to choose a Support Coordination provider.

The Planner may request the services of Full Care Lifetime through a Request for Service. Upon receiving the referral, Full Care Lifetime will assess its eligibility and priority of access criteria in consultation with Support Coordination staff and respond to the Planner within one working day. If services cannot be provided, a clear reason will be given based on Full Care Lifetime's eligibility criteria, Priority of Access requirements or waiting list processes. The General Manager may provide alternative referrals for the participant, where appropriate.

If Full Care Lifetime accepts the referral, General Manager will contact the participant or their representative within two working days and arrange a meeting within five working days. During the first contact, they will assess whether the person requires any support to access the service and provide information in ways that suit the participant's individual communication needs.

At the initial meeting, General Manager must provide the participant with the necessary information set out in Full Care Lifetime's Service Access Policy and Procedure and explain the Conflict-of-Interest provisions.

If the participant agrees to proceed with Full Care Lifetime's services, they must then agree upon a Service Agreement within no more than 7 working days.

### Specialised Support Coordinator Key Steps

**Understand the Needs of the Client:** Full Care Lifetime provides specialist support coordination services that begin with timely and responsive initial contact with the participant. This involves understanding the unique needs of the client through a thorough assessment and consulting with the client, their family, and other relevant parties. The company recognises the importance of support networks and implements processes to involve family members/carers to the extent that the client wishes. When providing services to a child, collaboration with the family and other providers is essential. The initial assessment may also identify past barriers to participation in services and the community, and appropriate NDIS and mainstream service providers will be discussed where necessary.

**Develop a Plan:** At Full Care Lifetime, our Specialist Support Coordinators are skilled in Support Planning, which is a crucial aspect of our services. We believe in taking the time to understand each participant's unique needs and goals before developing a comprehensive plan within four weeks of the initial assessment meeting. Our Coordinators have access to accurate and factual information about local support services, which enables them to provide informed advice to participants.

Our Coordinators work closely with participants to ensure that their plans are designed to achieve their goals and enhance their well-being while representing best value for them. We are committed

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to empowering participants to exercise their right to choose and control the support they receive, and we provide them with all the information they need to make informed decisions.

In addition to our commitment to collaboration, we also have a structured approach to Support Planning. Our Specialised Support Coordinators assess each participant's needs, develop a comprehensive support plan, and work with relevant parties to achieve the desired outcomes. The plan includes specific goals, strategies, and resources needed to achieve these outcomes. We also focus on strengthening participants' informal support networks and providing ongoing support and assistance to address any issues that may arise.

**Coordinate Services:** Once the support plan has been developed, the specialised support coordinator will coordinate the delivery of services and support to the client. This may involve liaising with a range of service providers, such as healthcare professionals, social workers, and community organisations, to ensure that the client receives the appropriate level of support.

**Monitoring and Reporting:** The role of the specialised support coordinator includes monitoring the client's progress and the effectiveness of the services being provided. This involves monitoring the client's health and well-being, their level of engagement in activities, and any changes in their goals or preferences. Adjustments to the support plan will be made as necessary to ensure that the client is achieving their goals.

The specialist support coordinator will also monitor the progress of the plan and report to the NDIA at 8 weeks after implementation of the participant's plan, and prior to the annual review of the participant's plan at 9 months.

Reports to the NDIA should refer to expected outcomes, including the participant being supported to work towards their goals, well-connected with informal and mainstream supports, and understanding how to participate in the NDIA processes. The participant's supports should be managed within the budget parameters in the plan, with genuine choice and control of service providers, and the ability to manage any issues that arise with service provision.

At 8 weeks, specialist support coordinators will monitor the delivery of supports to ensure skill-building supports are implemented and delivered, work with the participant to increase their ability to access their local community, support participant to monitor plan expenditure, strengthen and enhance the participant's abilities to achieve greater independence in coordinating supports and participating in the community, assist the client or service providers where required to manage crises, ensure that participant is accessing eligible supports through the Health, Justice, Education and housing sector (as relevant), and conduct 6-monthly case reviews.

Every 6 months, staff with relevant stakeholders will review the provision of supports for each client with the client and their supporter/s, or at any time where the client's needs have changed. Reviews will include assessing changes to the client's needs, goals and longer-term aspirations, the client's progress towards addressing their needs and achieving their goals, recognition and celebration of the client's progress, any barriers to community participation and strategies to help clients overcome them, risks identified in a client risk assessment, and whether a change to the supports provided is necessary. Reviews will take into account the client's NDIS Plan and incorporate any changes to the Plan where practicable.

At 9 months, specialist support coordinators are responsible for preparing the participant for review by developing new goals, evaluating current supports and exploring new supports, assisting the participant to fill in and return any NDIS review documentation, and reporting on outcomes to the

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NDIA prior to review (as agreed). If any of the indicators for expected outcomes are not met, barriers must be clearly identified, and strategies put in place to address them.

**Evaluation:** The specialised support coordinator will regularly evaluate the effectiveness of the support being provided to the client and make adjustments as necessary. This may involve modifying the support plan or coordinating additional services to meet changing needs.

**Documentation:** The Support Coordinator must maintain detailed records of the participant's progress, including the options provided, the participant's decision regarding each option, the basis for their final decision, and any other relevant information. This documentation is critical for ensuring that the participant receives the appropriate level of support, and for meeting legal and regulatory requirements.

## Advocacy

Support coordinators should not act as independent disability advocates. While support coordinators can help participants understand how to engage in NDIA processes, they are not funded to act as advocates in these processes.

Advocacy services are funded separately by the Department of Social Services (DSS) through the National Disability Advocacy Program (NDAP). Therefore, the funding limitation applies to support coordinators engaging with the NDIS planning and review process for the purpose of advocacy. It is the role of the NDAP to provide advocacy support services to participants when engaging in NDIA processes.

## SPECIALISED SUPPORT COORDINATION POLICY AND PROCEDURE

### Policy

Full Care Lifetime acknowledges the unique needs of participants with high-risk and/or complex needs and recognises that specialised support coordination is crucial in ensuring that these participants receive appropriate support and services. Specialised support coordination involves a higher level of support that focuses on reducing complexity in the participant's support environment and helps them overcome significant barriers in plan implementation.

To provide specialised support coordination services, Full Care Lifetime has developed a comprehensive Policy and Procedure that outlines the processes and procedures aligned with NDIS Practice Standards Module 4. This policy is designed to ensure that participants receive transparent, factual advice about their support options without any undue influence or pressure, and that their NDIS plan and preferences are effectively implemented, monitored, and reviewed.

One of the main goals of the policy is to promote safety for both the participant and others. It ensures that participants with high-risk and/or complex needs are connected to a range of supports that effectively meet their needs while reducing risk and complexity in their personal circumstances. The policy covers processes aligned with NDIS Practice Standards Module 4,

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including Outcome 64 - Specialised Support Coordination, Outcome 65 - Management of a Participant's NDIS Supports, and Outcome 66 - Conflict of Interest.

The policy applies to all potential and existing participants receiving support coordination services from Full Care Lifetime, including their family members, carers, and other supporters. Full Care Lifetime is committed to providing participants with the highest quality of support that allows them to exercise meaningful choice and control over their supports and maximises the value for money they receive from their supports. With this policy, Full Care Lifetime aims to ensure that each participant receives appropriate support and services in line with their NDIS plan and preferences, promoting choice and control for each participant.

## Purpose

Full Care Lifetime is committed to providing specialised support coordination services that are tailored to each individual's strengths and needs. Our commitment includes providing a team-based service where another team member can assist a participant if their regular support coordinator is unavailable. We also offer assistance to participants who wish to learn how to coordinate their own needs, and we ensure that our team includes professionals experienced in mental health, intellectual disability, positive behavior support, and restrictive practices.

As part of our commitment, we manage any conflicts of interest and recommend service providers that are most suited to a participant's needs.

Our policy ensures that each participant receiving specialised support coordination receives tailored support to implement, monitor, and review their support plans, reducing the risk and complexity of their situation. We also strive to ensure that each participant exercises meaningful choice and control over their supports, maximises the value for money they receive, and receives transparent and factual advice about their support options to promote choice and control.

The purpose of this policy is to provide procedures and guidelines for Full Care Lifetime to ensure that specialised support coordination services are delivered according to the NDIS guidelines and that participants receive the best possible outcomes from the support provided.

## Procedure

Demonstrated knowledge and understanding of the risk factors experienced by each participant with high-risk and/or complex needs:

- Specialist support coordinators employed by Full Care Lifetime will undergo specific training to demonstrate knowledge and understanding of the risk factors experienced by participants with high-risk and/or complex needs.
- Specialist support coordinators will conduct a thorough assessment of each participant to identify and understand the risk factors impacting their ability to access and maintain appropriate supports.

Participants are involved in the evaluation of their situation and the identification of the supports required to prevent or respond to a crisis, incident or breakdown of support arrangements, and the promotion of safety for the participant and others:



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- Specialist support coordinators will involve participants in the evaluation of their situation to identify the supports required to prevent or respond to a crisis, incident or breakdown of support arrangements, and promote safety for the participant and others.
- Specialist support coordinators will work collaboratively with participants, their families and carers to identify the most effective supports required to address their individual needs.

Consultation is undertaken with the participant and, with the participant's consent, the participant's support network and mainstream services (as appropriate) in planning and coordinating supports to implement the participant's plan, and any plan review:

- Specialist support coordinators will consult with the participant and, with their consent, their support network and mainstream services to plan and coordinate supports to implement the participant's plan and any plan review.
- Specialist support coordinators will ensure that participants' support networks are involved in the planning and review process to facilitate a more comprehensive understanding of the participant's support requirements.

In consideration of each participant's individual needs, preferences and circumstances, suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support are identified:

- Specialist support coordinators will identify suitable NDIS providers and mainstream service providers that have the appropriate skills and experience to deliver the required support.
- Specialist support coordinators will consider each participant's individual needs, preferences and circumstances when identifying providers to ensure that the support provided is tailored to meet their specific requirements.

There is proactive engagement to ensure that all providers implementing the participant's plan understand and respond to the risk and/or complexity of the participant's situation, and collaborate with other relevant providers, where required:

- Specialist support coordinators will engage proactively with all providers implementing the participant's plan to ensure that they understand and respond to the risk and/or complexity of the participant's situation.
- Specialist support coordinators will facilitate collaboration between providers where required to ensure that the support provided is integrated and delivered in a coordinated manner.

All monitoring and reporting obligations associated with the participant's plan are managed effectively:

- Specialist support coordinators will manage all monitoring and reporting obligations associated with the participant's plan.
- Specialist support coordinators will ensure that all documentation related to the participant's plan is accurate and up-to-date and that reports are submitted to the NDIA in a timely manner.

# MANAGEMENT OF A PARTICIPANT'S NDIS SUPPORTS POLICY AND PROCEDURE

## Policy

At Full Care Lifetime, we believe that participants should be empowered to make their own choices and have control over the supports they receive. We are committed to providing the highest quality of support to enable participants to achieve their goals and aspirations, and to maximize the value of the funding they receive from the NDIS.

To ensure that we are providing appropriate support and services, we have developed a comprehensive policy that outlines the processes and procedures we follow. Our policy is designed to ensure that all participants receive support that is tailored to their individual needs and preferences, and that meets the requirements of their NDIS plan.

We understand that each participant has unique circumstances, goals, and aspirations, and we are committed to working collaboratively with them to develop a support plan that is centred on their needs and preferences. Our policy also includes measures to ensure that participants receive timely, effective, and responsive support, and that any concerns or complaints are addressed promptly and appropriately.

Our commitment to quality and transparency is reflected in our policy, which outlines the steps we take to monitor and review our services to ensure that we are continuously improving and meeting the needs of our participants. We believe that by working closely with our participants, their families, carers, and other support providers, we can help them to achieve their goals and aspirations and improve their quality of life.

## Procedure

Supports and services are arranged using the participant's NDIS amounts as directed by the participant and for the purposes intended by the participant.

- When a participant is referred to Full Care Lifetime, the specialist support coordinator will review the participant's NDIS plan to understand the supports and services the participant is entitled to receive.
- The specialist support coordinator will work with the participant to determine the most appropriate supports and services that align with their goals, preferences, and needs.
- The specialist support coordinator will arrange the delivery of these supports and services according to the participant's NDIS plan.

Each participant has been provided with information about their support options using the language, mode of communication and terms that the participant is most likely to understand.

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- The specialist support coordinator will provide information to the participant about their support options, including the different types of supports and services available to them.
- The specialist support coordinator will ensure that information is provided in a way that is accessible and understandable to the participant.
- The specialist support coordinator will provide information about the participant's rights and responsibilities under the NDIS.

As appropriate, each participant is supported to build their capacity to coordinate, self-direct and manage their supports and to understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.

- The specialist support coordinator will work with the participant to build their capacity to coordinate, self-direct, and manage their supports.
- The specialist support coordinator will provide training and support to the participant to help them understand how to participate in Agency planning processes such as establishing agreements with service providers and managing budget flexibility.
- The specialist support coordinator will help the participant to understand their rights and responsibilities under the NDIS and how to make informed decisions about their supports and services.

Supports funded under a participant's plan are used effectively and efficiently and are complemented by community and mainstream services to achieve the objectives of the participant's plan.

- The specialist support coordinator will work with the participant to ensure that supports funded under the participant's NDIS plan are used effectively and efficiently.
- The specialist support coordinator will explore complementary community and mainstream services that can support the participant to achieve their goals and objectives.
- The specialist support coordinator will work with the participant to review their NDIS plan regularly to ensure that the supports and services continue to meet the participant's needs and goals.

In summary, Full Care Lifetime is committed to ensuring that participants exercise meaningful choice and control over their supports and maximise the value for money they receive from their supports. This is achieved through effective support coordination, the provision of accessible information, capacity building, and the use of supports and services that align with the participant's goals and objectives.

## CONFLICT OF INTEREST POLICY PROCEDURE

### Policy

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Full Care Lifetime recognises the importance of managing conflicts of interest in the provision of specialised support coordination services to NDIS participants. The purpose of this policy and procedure is to ensure that each participant receives transparent, factual advice about their support options, which promotes choice and control, without any undue influence from the provider.

## Procedure

Staff will ensure potential conflicts of interest related to delivering plan management and support coordination services are included in the organisation's Risk Register and will act in the best interests of the participant. Participants will be presented with choices about providers of supports.

Full Care Lifetime and its staff must not accept any form of commission or benefit that could compromise the choice of provider or provision of supports to a participant.

The Management Team will review this policy annually, incorporating feedback from stakeholders, and update it based on best practice developments and identified improvements using the Continuous Improvement Plan.

### **Conflict of Interest Policies Explained:**

Each participant will be provided with information about the Full Care Lifetime conflict of interest policy using language, mode of communication, and terms that the participant is most likely to understand. The policy will outline the expectations regarding the provision of specialised support coordination services and the potential for conflicts of interest to arise.

### **Understanding of Specialised Support Coordination:**

Each participant will be supported to understand the distinction between the provision of specialised support coordination and other reasonable and necessary supports funded under their plan. Full Care Lifetime will ensure that language, mode of communication, and terms used are appropriate for each participant.

### **Disclosure of Interest:**

If Full Care Lifetime has an interest in any support option available to the participant, the participant will be made aware of this interest. The participant will be informed that their choice of provider for other supports will not impact the provision of specialised support coordination. Full Care Lifetime will ensure that disclosure of interest is made in a transparent manner, without any undue influence or pressure on the participant.

### **Referral Documentation:**

Referrals to and from other providers will be documented for each participant. Full Care Lifetime will ensure that referral documentation is accurate and up-to-date and includes information on the reason for the referral and the outcome.

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### **Training and Education:**

To maintain high ethical standards and ensure that all participants receive support services that are free from conflicts of interest, Full Care Lifetime understands that it is essential to provide regular training and education to all staff members. The training will focus on the principles of transparency, objectivity, and impartiality, which are critical components of managing conflicts of interest.

Full Care Lifetime will ensure that staff members are aware of the potential risks associated with conflicts of interest, including how they can adversely affect participants' support services. Staff will be trained to recognise situations that may present conflicts of interest and the importance of disclosing any conflicts of interest that arise. Disclosing conflicts of interest is essential because it helps to mitigate potential risks and ensures that participants receive services that are transparent, factual, and free from any undue influence or pressure.

Full Care Lifetime will provide ongoing training and education to staff members to ensure that they understand and adhere to the company's policy on managing conflicts of interest. This may include regular training sessions, online courses, and other educational resources. The company will also provide staff members with access to a designated contact person who can answer questions or concerns related to managing conflicts of interest. (if applicable)

By providing comprehensive training and education, Full Care Lifetime is committed to maintaining a high level of ethical conduct and ensuring that all participants receive the best possible support services.

### **Monitoring and Review:**

Full Care Lifetime recognises the importance of ensuring that its policies and procedures are up-to-date and effective. Therefore, Full Care Lifetime will undertake regular monitoring and reviews of this policy and procedure to ensure that it remains current, relevant, and effective in supporting participants.

The review process will be conducted at least annually to identify any changes or updates required to align with the NDIS Act, Rules, or Standards. Any necessary updates will be made promptly and communicated to relevant stakeholders, including participants, family members, carers, and other supporters.

The review process will involve the identification of any issues or areas for improvement, and relevant feedback from participants, staff, or other stakeholders will be considered. The aim is to continuously improve the policy and procedure, enhance the quality of services provided, and ensure that participants receive the best possible support.

Full Care Lifetime is committed to maintaining its compliance with the NDIS Practice Standards and will use the outcomes of the review process to identify areas for improvement and take any necessary actions to address these.

### CONCLUSION

At Full Care Lifetime, we take pride in our commitment to delivering exceptional specialized support coordination services that prioritize the participant's choices and control over their plan. We understand that conflicts of interest can arise during the process of providing support coordination services, and as such, we have taken measures to ensure that our services remain impartial, transparent, and focused on providing factual advice that empowers participants.

As part of our commitment to managing conflicts of interest, Full Care Lifetime has established strict policies and procedures to ensure that all participants receive unbiased support and advice from our team. Our support coordination specialists are highly trained to provide transparent and factual information to participants about their support options, without any undue influence or pressure.

Our approach to managing conflicts of interest is based on the principles of honesty, integrity, and accountability. We believe that participants have the right to make informed decisions about their support options, and we are committed to providing them with all the information they need to do so. By doing this, we can help reduce complexity in the participant's support environment, overcome immediate and significant barriers to plan implementation, and ultimately improve the participant's overall quality of life.