

## Do It Yourself Self-Management Charter

To choose between Self-Management DIY “DIY” or “Self-Management Plus” is an important decision. It will determine whether you or your representative choose to manage your care or pay care management fees. The information below outlines the expectations of those who opt to DIY, and when fees will apply if support is required.

At a minimum, you or your representative (can be a friend or family) must:

- Communicate regularly with Local Guardians and your Service Providers
- Report all incidents and/or near misses; and
- Have an internet connected computer or mobile device and email.

### Client Care Management Responsibilities

Develop Care Plan and update as required	At the start of service provision, you or your representative have two weeks to create a draft Care Plan. The draft Care Plan includes a Personal Assessment and draft Budget. Non responsiveness or failure to complete the required documents for the initial Care Plan will necessitate a change to Self-Management Plus. Care Plans are updated at each package level change, in the event of a significant change in circumstance or at a minimum of every 12 months	<input type="checkbox"/>
Provide requested care documentation	You must provide documentation as requested to enable Local Guardians to understand your care needs and risk (e.g. Occupational Therapist reports)	<input type="checkbox"/>
Find Service Providers	You are responsible for finding appropriate Service Providers, service providers cannot be family	<input type="checkbox"/>
Facilitate Service Provider requirements	You are required to facilitate the establishment of Service Providers: <ul style="list-style-type: none"> <li>• Signing of the Local Guardians Contractor Agreement and register for payment with Capital Guardians (note there is a 2% merchant fee).</li> <li>• Providing their police check, public liability insurance and where appropriate, qualifications</li> <li>• Providing evidence of training and qualifications as requested. When necessary, upskill through the Capital Guardians Training Academy</li> </ul>	<input type="checkbox"/>
Scheduling	You are responsible for scheduling and actively managing Service Providers and ensuring that all costs are within budget	<input type="checkbox"/>
Pay hourly where required	With consultation you must accept Care Management support at the request of Local Guardians (billed hourly, or having converted to Self-Managed Plus). In absence of doubt, Care Management requirements and resourcing is totally at Local Guardians’ discretion as determined necessary to minimise risks and ensure safety	<input type="checkbox"/>

### The following Local Guardians activities and interactions may result in a \$70 per hour fee

- Advocating and managing requests (including formal complaints) for expenditure that is not listed as allowable expenditure and our determination of ineligibility is not agreed.
- Where in Local Guardians’ view, they need to contribute to the care management activities listed in the Client Care Management Responsibilities section above.

### The following Local Guardians activities and interactions are never chargeable

- Minimum monthly communications on Care Plan status, understanding if any change in circumstances
- Frequent follow-ups by us for clients we determine to have a high-risk profile
- All incident reporting
- Nurse and risk management communications to determine care strategies and Care Plan modifications

SIGNED: \_\_\_\_\_ SIGNATORY NAME AND TITLE: \_\_\_\_\_

ON BEHALF OF CLIENT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_