

# Service Agreement Information

Draft policy document for Lumen Therapeutic Services. Final legal/business approval is required before public launch.

## Purpose

This policy explains the standard people can expect and how Lumen manages safety, dignity, communication, consent, privacy and service quality.

## What this means in practice

Information is shared in plain English where possible. People can ask questions, use advocates, request accessible formats and raise concerns without retaliation.

## Responsibilities

Workers, contractors and representatives must act within their role, keep accurate records, protect confidential information, follow relevant law and escalate safety concerns.

## Review and improvement

Policies should be reviewed regularly and after incidents, feedback, legal changes or service changes.

## Contact

Questions about this policy can be sent to [hello@lumentherapeuticservices.com.au](mailto:hello@lumentherapeuticservices.com.au).

Contact: [hello@lumentherapeuticservices.com.au](mailto:hello@lumentherapeuticservices.com.au)