

Q101

SERVICE INFORMATION POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) ensures that information about the organisation's services and activities is made available to current and prospective service users, referral and partner agencies, other stakeholders and the general community.

Accurate and up to date service information will be made available to enable:

- new or prospective service users or to make informed decisions about their use of the service
- referring agencies to make appropriate referrals
- staff to discuss and negotiate the expectations of service users or referring agencies.

This document complies with NDIS 2018, standard 1.1 Person Centered Support, and ACIS 2013, section 1.1 Service Rights and Responsibilities. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to

Contractual obligations

Service Agreement, Customer Service Agreements

Scope of information

Specific information about services will be provided to potential service users/referring agencies/other upon request that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated
- terms and conditions of service
- other service information, including costs or fees

The Chief Executive Officer, Board and Service Delivery team are responsible for areas involved in planning, developing and reviewing service information.

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Publication and distribution of information

The Operations team will be responsible for ensuring the publication of service information in suitable formats in consultation with the Chief Executive Officer. The Operations team will be responsible for ensuring the distribution of service information in consultation with Marketing and Communications.

Documentation

Documents related to this policy

Related policies

Q300 - Access to Services Policy