

Q104

CUSTOMER SAFETY and SECURITY POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to personal safety and the right of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

The organisation will:

- ensure the physical environment is safe
- conduct thorough screening of employees working with vulnerable Customers/Clients
- assist and support Customer/Clients to assess and manage risks
- support Customers/Clients to safely and effectively manage medication
- provide all employees with information and training on duty of care
- promote and comply with the national safe transport principles
- ensure that Customers/Clients are protected from abuse or neglect, and that any incidents of harm are promptly addressed and investigated
- provide employees induction and training and regularly review employee levels to ensure appropriate levels of care

This document complies with NDIS 2018, standard 1.5 Freedom from Violence, Abuse and Neglect Exploitation or Discrimination, standard 4.1 Safe Environment and 4.2 Participant Money and Property and ACIS 2013, sections 1.3 Abuse and Neglect, 4.2 Safeguarding Money and Property and 4.3 Security of the Home.

See procedure document P104 – Customer Safety and Security Procedure for further details.

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	
Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Contractual obligations	Customer Service Agreements

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Documentation

Policy context: This policy relates to	
Related procedures	<p>P104 – Customer Safety and Security Procedure</p> <p>P301 – Service Management Procedure</p> <p>P311 – Service Delivery Procedure</p>
Related policies	<p>Q102 – Customer Rights and Service Charter</p> <p>Q112 – Customer Decision Making and Choice</p> <p>Q400 – WHS policy</p> <p>Q271 – Quality and Safety Framework</p> <p>Q255 – Staff Induction Policy</p>
Forms, record keeping or other organisational documents	<p>Incident Register</p> <p>QF106 – Incident Report</p>