

Q254B

NON-ATTENDANCE TO DESIGNATED SHIFT POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to ensuring our Customers receive their designated service on time, every time. In the event that it is reported by a Customer or other Lifestyle Attendant that a Lifestyle Attendant has not attended their designated shift, the following procedure will be implemented.

This document complies with NDIS 2018, standard 2.7 Human Resources Management, and ACIS 2013, section 2.6 Human Resource Management. 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	Equal Opportunity Act 2010 Fair Work Act 2009
Contractual obligations	Employment Contracts Enterprise Bargaining Agreement 2015

Actions

Immediate:

- The Service Delivery team will make immediate contact with the Customer/Client and ensure the Customer/Client is not at immediate risk
- Where in the case that a Customer/Client is at immediate risk, a Service Delivery team member is deployed to the Customer/Client's location until such time that a replacement Lifestyle Attendant/Support Worker (Care Worker) attends
- Where the Customer/Client is not at immediate risk, the Service Delivery Team will make a priority to source a suitable Care Worker to attend to the Customer/Client's location as soon as possible

Investigation:

- The Service Delivery team are responsible for the completion of an Incident Report Form
- The incident is noted in CIMS (our CRM)
- A Care Worker Offence form is completed by a member of the Service Delivery team and provided to People and Culture
- People and Culture actions each Care Worker Offence form as soon as it is received

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- An investigation is conducted by People and Culture and a decision is made about continuation of employment
- Where needed, Care Worker contacted and requested to attend a meeting with People and Culture
- People and Culture compiles a report which is documented and closed off within CIMS and the employee's individual employment file

Follow up:

- Feedback is provided by the People and Culture to the Service Delivery team
- The Service Delivery team will contact the Customer/Client and provide feedback
- Where requested, a follow up visit will be initiated by the Service Delivery team and attended by the Customer/Client Relations Officer

Emergency Procedure

Non-attendance to shifts is treated as a priority by the Service Delivery Team. The Service Delivery team is responsible for filling the shift as soon as possible.

Where a Care Worker cannot be sourced and the Customer/Client is deemed at risk, a Service Delivery team member will attend the Customer/Client's location until a Care Worker can be sourced.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is responsive to Customer/Client's needs ensuring access when required. As such, we offer a 24/7, 365 days per year service.

Documentation

Documents related to this policy	
Related policies	Q254 – Employment Conditions Policy Q224 - Employee Code of Conduct Agreement
Forms, record keeping or other organisational documents	Lifestyle Attendant Offence Form Incident Report Form