

## **Policy Statement**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to developing an organisational culture that supports the legal and human rights of Customers/Clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will:

- provide easily understood and accessible information to all Customers/Clients at service commencement about what the organisation does, how Customers/Clients can contact the organisation, Customer/Client rights, the service standards Customers/Clients can expect and opportunities to provide feedback or make a complaint.
- ensure Customers/Clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- support Customers/Clients to exercise choice and control their individual service delivery and direction
- involve Customers/Clients in the development of policies and procedures that impact on their service.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Customer/Client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by Customers/Clients.

This document complies with NDIS 2018 standard 1.1, Person Centered Support, and ACIS 2013 standards, 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.

## **The Charter**

The charter outlines:

- Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to developing an organisational culture that supports the legal and human rights of Customers/Clients and ensures they are able to exercise those rights as outlined in relevant legislation during the provision of disability services
- On arrangement with both parties 24/7 in home and community access services, including but not limited to personal care, domestic care, transport, respite, medication assistance and community access
- Customers/Clients can contact a Service Delivery Officer during general office hours and there is a mobile based 24 hrs service. Most standard communication methods are accommodated.
- The standard of service Customers/Clients can expect are person-centred care following best practice and quality frameworks using qualified employees.
- The Feedback and Complaints Management Policy defines opportunities for feedback, participation, making complaints and, if appropriate, appeals.
- People with disability have the right to have access to appropriate assistance and support, enabling them to maximise their capacity to exercise choice and control, and realise their potential.
- People with disability have the right to participate in and contribute to the social, cultural, political and economic life of the community on an equal basis with others. The organisation supports this right by having inclusive communication, ensuring all communications follow best practice accessibility guidelines.
- This charter is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards through multiple means – including but not limited to intranet, newsletter etc.

**Q102**

**CUSTOMER RIGHTS and SERVICE CHARTER**

**Diversity**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service understands and appreciates that we are all unique and we recognise individual differences. We believe that different experiences, backgrounds and ideas can contribute to our organisation's growth and success.

We welcome and embrace difference, such as ethnic or cultural background, gender, sexuality, age and disability. Difference also recognises different styles, experiences and points of view.

We commit to:

- Ensuring that all support plans and reviews identify and support the cultural, spiritual and linguistic needs of our Customers/Clients
- We will utilise interpreting services where indicated by The Department and will provide information in the language of the custom
- We will actively engage with our Customers/Clients and families in relation to the influence of culture and religion in personal care services
- We will actively engage with our Customers/Clients and their partners in relation to their right to intimacy and sexual expression and how to support them through their services
- We will aim to provide our Customers/Clients with culturally appropriate Lifestyle Attendants (where possible) and ensure that they comprehend the diversity of our Customer/Client's needs

**Documentation**

Documents related to this policy	
Related policies	Q111 - Customer Participation and Social Inclusion Q112 - Customer Decision Making and Choice Q241 - Customer Feedback Q269 - Managing Complaints