

Communication and Change

Effective and efficient communication is the most important tool the Service Delivery Team **MUST** use to be successful. This includes effective communication with both Lifestyle Attendants/Support Workers and Customers/Clients as well as co-workers.

It is the Management's responsibility to ensure that members of the team are supported in all aspects of their work. This includes a duty of care in ensuring that any professional difficulties being experienced, from whatever cause, are addressed and resolved to the benefit of all parties.

It is also the responsibility of every team member to inform the manager in a timely manner of any issues, problems or opportunities for improvement. Change is ever-present. Instead of running from it, team members **MUST** embrace it, be positive and most of all enjoy their time at work.

Customer/Client Profile Management

The SDO **MUST** ensure notes are recorded in the Customer/Client's profile to accurately and comprehensively define every transaction between the SDO and the Customer/Client or a Lifestyle Attendant/Support Worker assigned to the Customer/Client.

Appropriate forms (i.e. incident, feedback, continuous improvement) **MUST** be filled out as required and forwarded to the Manager for processing.

Escalation

The escalation matrix defines categories of communication/information that can/should be addressed by SDO's and categories that should be escalated to other members of the operational team or management.

Rostering

The SDO has their own assignment of Customers/Clients.

The SDO **MUST** update their Customer/Client's roster and ensure that all information is correct.

- Customer/Client Rosters **MUST** be sent out once a month.
- Employee Rosters **MUST** be sent out once a fortnight.

This is a priority so that missed shifts can be avoided if the employee has an accurate roster.

- Rosters **MUST** be imported on the Wednesday of week 2.
- Rosters **MUST** be sent out Thursday of week 2.

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SERVICE DELIVERY PROCEDURE

Where there are discrepancies the Customer/Client or employees can advise the SDO immediately and advise of any required updates to the roster.

The SDO **MUST** action amendments immediately by updating the roster and resending it to the team and Customer/Client as required.

Where there are changes to the roster, the template **MUST** be updated in the template immediately. When it is time to import the roster the changes will already be made to the template and there will be no reason to make any further changes.

Ongoing Issue

Unassigned shifts **MUST NOT** exist.

The solution is to record notes on the shift and in the profile notes explaining why this shift is unassigned. The SDO is to create a Cancellation on the roster. Therefore, if a Customer/Client cancels the shift instead of recording it as unassigned, reassign the shift to the cancellation section on the roster.

Roster Update Requests

When receiving a call about a roster change the SDO **MUST** update the roster and recording notes as required whether the Customer/Client is assigned to the SDO or not.

After completing the actions, the SDO **MUST** make the relevant SDO aware of the action, particularly when there is a significant change.

When a Lifestyle Attendant/Support Worker is removed from a roster the SDO **MUST** update the Lifestyle Attendant/Support Worker profile and record the Lifestyle Attendant/Support Worker as an “excluded member” in the relevant section in CIMS. This action will block an SDO from adding the Lifestyle Attendant/Support Worker to the Customer/Client’s roster.

How to add an Lifestyle Attendant/Support Worker to the Customer/Client’s Roster:

- Go into User List on Cims
- Click on the appropriate Lifestyle Attendant/Support Worker
- Click on Security Regions
- Scroll down to “Excluded Members”
- Click new, add member
- Refresh the section and that member is now added.

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SERVICE DELIVERY PROCEDURE

Lifestyle Attendant/Support Worker Unable to Attend Shift

When a Lifestyle Attendant/Support Worker is unable to attend their rostered shift the SDO **MUST** record the reason why the Lifestyle Attendant/Support Worker cannot go to their shift and record time and date details. Example:

“Barry is sick and unable to make the shift on 4/4, Belinda confirmed via phone she will cover the shift on 4/4.”

Unavailability/availability

People and Culture are responsible for updating the spread sheet based on a regional map showing council regions and indicating where Lifestyle Attendant/Support Worker's live within the region.

The SDO **MUST** use this spread sheet to match Lifestyle Attendant/Support Worker's with Customers/Clients.

The Customer Relations Officer is responsible for updating the New Customers/Clients region on the spread sheet. SDO's are responsible for allocating shifts to Lifestyle Attendant/Support Worker with Customers/Clients that are in their region with the aim of assigning shifts close to the Lifestyle Attendant/Support Worker's home.

Use of the Unavailability tool

SDO's **MUST** use this tool to know when Lifestyle Attendant/Support Worker's are not available.

Use of this tool will ensure that SDO's **Do Not** contact an unavailable Lifestyle Attendant/Support Worker for shift assignment.

Every Monday an SDO **MUST** print a copy of the list of Lifestyle Attendant/Support Worker's availability and provide a copy to each SDO. This list **MUST** be used to assign available Lifestyle Attendant/Support Worker's to Limited Re-assignments.

SDO's **MUST** encourage Lifestyle Attendant/Support Worker's to fill out and send in unavailability forms or advise an SDO by phone in a timely manner. The SDO **MUST** update the Lifestyle Attendant/Support Worker's profile with this information immediately.

Unders and Overs

A report is provided to the management by the Billing Officer every two weeks indicating where a Customer/Client's billed hours are over or under the approved funding limit.

The Quality and Services team will sort the report into "assigned Customers/Clients" sections and provide to each relevant SDO.

The SDO **MUST** check that the Customer/Client is only using their number of contracted hours and that Lifestyle Attendant/Support Workers are complying with the number of hours assigned to a shift.

Further instructions required here on how the SDO can reduce hours where Customers/Clients are over allocation and how the SDO can increase hours where funded hours are not being used – and how it must all be within DSA funding approval.

Where Customers/Clients or a Lifestyle Attendant/Support Worker are over their contracted hours we need to pull back Lifestyle Attendant/Support Worker's on shifts if they are going over we can do this but remembering to let Payroll know about this so they can adjust the times. If they are under their contracted hours, offer more services to the client.

At the end of every month the Quality and Services team will provide the Billing Officer with a completed form detailing the revised status.

Customer Satisfaction Audits

Assigned SDO will conduct a satisfaction audit of Customers/Clients on a regular basis with results to be collated in bi-annual reports. The discussion with the Customer/Client will include:

- Are there any Lifestyle Attendant/Support Worker/Team Issues – quality of service, number assigned?
- Are there any changes in personal circumstances we need to know about?
- Verification of Customer/Client details recorded in CIMS

This forms part of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service's Quality Management process.

Annual Reviews

The SDO **MUST** undertake one annual review per Customer/Client unless the Customer/Client declines or refuses an annual review.

Where the Customer/Client refuses the SDO **MUST** make a note in CIMS to that effect and change the review date to the next year.

Process Measurement

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service's managers will continually seek feedback. This may be in the form of evaluation forms provided by Customers/Clients and Lifestyle Attendant/Support Worker's to determine levels of Customer/Client satisfaction with the service delivery function.

Random internal audits will be conducted that will include checking on case notes, and forms completion.