

Q236

SERVICE SCOPE and PLANNING POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) provides services to people with a disability with the aim of enabling people to remain independent, maintain maximise choice and control over their service.

The overall scope of services and activities is described in Q301 – Service Management procedure and encompasses:

- Assist Personal Activities
- Accommodation/Tenancy
- Personal Activities High
- Household Tasks
- Assist Travel/Transport

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service services and activities are informed by our values:

- Communication
- Member-governed
- Quality
- Commitment
- Teamwork

This document complies with NDIS 2018 section 2.1 Governance and Operational Management, 3.2 Support Planning, and ACIS 2013, section 2.1 Governance and Operational Management, 3.5 Individual Service Plan. 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

Customer Service Agreement

Setting and reviewing scope of services and activities

The parameters of services and activities are set by Service Agreements, Customer/Client choice, staffing capabilities, Customer/Client medical needs and service requirements.

The Boards and management team will review the scope of services and activities in conjunction with reviews of the strategic plan.

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Service design

The Chief Executive Officer in consultation with the management team is responsible for planning and reviewing the design of services and activities.

The service model for service delivery is based on:

- Maximum choice and control to the Customer/Client
- Requirements of service
- Medical need
- Customer/Client participation at the forefront
- Service model flexibility in meeting the requirements of the Customer/Client
- Scope of funding
- Human Resource requirements – i.e. staffing, qualification of employees

Service design will be informed by:

- input from the Customer/Client and funding body
- results and outcomes of services and activity programs
- evidence from programs and activities being run elsewhere
- research evidence
- Board of Management input
- Operations team input

Documents related to this policy	
Related policies	Q202 - Strategic and Business Planning Q301 – Service Management
Forms, record keeping or other organisational documents	QF306 – Individual Support Plan QF105 – Customer WHS Assessment QF115C – Service Agreement (NDIS)