



## Q012 CUSTOMER HANDBOOK

UPDATED February 2020



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## **CUSTOMER HANDBOOK**

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## **In the Event of an Emergency**

Enhanced Lifestyles is a 24-hour service and the Service Delivery Team can be contacted any time, day or night, for assistance.

Office Hours:

Weekdays 7am – 8:30pm

Weekends 7am – 5pm

During office hours please call 8340 2000.

After hours please call 0433 769 157.

In the event of an emergency please call 000. If you do need to call emergency assistance, please alert the office as soon as it is practically possible so that the incident can be recorded.

## **The Organisation**

### **About Us**

Enhanced Lifestyles is a not-for-profit organisation which provides in-home and community support options to children and adults living with disabilities. Our Board is comprised of individuals living with disabilities who use our services, giving the organisation a true understanding of the needs of our Members (or Customers). Enhanced Lifestyles has been operating since 1990, when a group of people living with physical disabilities lobbied for and obtained funding to form the association known as Disabled Independent Persons of South Australia. Over the years the organisation has evolved and grown significantly, including a re-branding and name change, but what has not faltered is Enhanced Lifestyles' commitment to offering its Customers maximum choice and control over their services.

Our services are tailored to each Customer's needs through their selection of services, how and when they are delivered, as well as the selection of their team of Lifestyle Attendants (Personal Care Workers). Customers can create, organise and manage their own rosters or have our Service Delivery Team do it for them. The level of involvement our Customers have is completely up to them, truly making Enhanced Lifestyles a



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unique organisation which strives to assist Customers to retain maximum independence within their homes and the community.

### **Vision, Purpose and Core Values**

The vision, purpose and core values of Enhanced Lifestyles underpin all operational and strategic decisions.

Our Vision: We will be an innovative leader within the disability sector, delivering high-quality, Member-governed services.

Our Purpose: To enable independence through maximum choice and control.

#### **Our Core Values**

Communication: Being open and honest with all stakeholders of the organisation.

Members: Members will lead and direct their services.

Quality: We will ensure excellency through continuous improvement.

Commitment: We are willing to go the extra mile for our Members and their needs.

Teamwork: Our team will work together to ensure Members are satisfied.

### **Types of Services Provided**

Enhanced Lifestyles provides services which are tailored to the needs of our Customers, enabling maximum choice and control over the services they receive and how often they are provided whilst allowing the flexibility to change their services if and when circumstances change.

Services provided include:

- Personal Care (showering, dressing, toileting)
- Complex Health Support (PEG feeding, ventilation, continence and bowel management including catheter care, medication assistance and pressure areas)
- Community Access (shopping, attending events, assisting with hobbies, holiday travel, workplace or study assistance)



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- In-home Respite
- Domestic Assistance (cleaning, dusting, washing, ironing, vacuuming and other household tasks)
- Transport
- Meal Preparation
- Gardening
- Individually Tailored Services

## **Governance Structure**

Enhanced Lifestyles is governed by a Board comprised of Customers of the service who are elected at the Annual General Meeting by the Enhanced Lifestyles Customer base. The Board consists of eight Members with four Members holding executive positions: Chairperson, Vice-Chairperson, Secretary and Treasurer.

Members of the Board, along with operational employees, form the sub-committees of the organisation with the Chair of the Sub-Committee holding an executive position on the Board.

## **Funding Types**

At Enhanced Lifestyles we offer Customers a number of ways to pay for their services. These include (but are not limited to):

- Receiving funding through the National Disability Insurance Scheme (NDIS)
- Receiving funding through the Department of Community and Social Inclusion (DCSI)
- Privately funding their services
- Fee for service or brokerage
- Funding through an insurance company

## **Operational Employee Position Summaries**

**Chief Executive Officer** – The Chief Executive Officer has responsibility for management of the organisation, including Executive support to the Board, projects,

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sector improvement, association membership, business development and operations management. The Chief Executive Officer will manage key management and operational issues, according to the direction and policies laid down by the governing body, including implementation of the strategic plan, development of and reporting against the operational plan, development and implementation of organisational strategies and making recommendations to the governing body on significant strategic initiatives, recommendations for the appointment of staff, determining terms of appointment, evaluating performance and developing and maintaining succession plans for positions, recruitment, management and supervision of staff in conjunction with Managers. This position is responsible for the development of the annual budget including management of day-to-day operations within the budget, oversee financial management of the organisation including managing expenditures within delegations and budget, maintenance of an effective risk management framework, liaise with stakeholders, keep the governing body, relevant stakeholders and regulators informed about any developments with a material impact on the organisation's performance and management of day-to-day operations in accordance with agreed standards for social, ethical and environmental practices.

**Chief Operations Officer** - The Chief Operations Officer will oversee the day-to-day operations of the organisation including assisting the CEO with the development of the annual operations plan and long term business strategies. The role also assist the CEO in overseeing the organisations achievement and maintenance of a satisfactory competitive position within the industry as well provide high level support to the Marketing team including the development of an annual Marketing and Communications strategy and plan.

**Quality and Training Manager** – The Quality and Training Manager is responsible for the development and ongoing management of the organisation's quality framework to align with the vision, purpose, core values and strategic plan. The Quality and Training Manager will undertake policy and procedure review, internal audits and document development activities in support of quality and continuous improvement at Enhanced Lifestyles. The Quality and Training Manager will be responsible for the development and ongoing management of the People and Culture Officer, the Customer Relations Officer and the Learning and Development Officer ensuring they align with the vision, purpose, core values and strategic plan.

The Quality and Training Manager also is responsible for all development, coordination and delivery of training for all employees and Customers. The Learning and Development Officer assists delivering this training and reports to the Quality and Training Manager. This position reports directly to the Chief Executive Officer.



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**Marketing and Communications Officer** – The Marketing and Communications Officer is responsible for overseeing Enhanced Lifestyles’ marketing, communications and media exposure in accordance with the strategic plan. This role reports to the Operations team.

**Senior Service Delivery Officer** – The Senior Service Delivery Officer is responsible for the supervision of the Service Delivery Team. The Senior Service Delivery Officer coordinates efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Chief Executive Officer.

**Executive Assistant** - The Executive Assistant is responsible for comprehensive administrative support to the Chief Executive Officer. The position also supervises two Administration Officers. This role reports to the Chief Executive Officer.

**Specialist Support Coordinator** - The Specialist Support Coordinator is responsible for working with NDIS Customers to assist with the implementation and achievement of individual goals identified in Customers’ NDIS plans. The support offered is time limited and focuses on addressing barriers and reducing complexity in the support environment while assisting our Customers to build capacity and resilience. This role reports to the Chief Executive Officer.

**Customer Relations Officers** – Customer Relations Officers are responsible for establishing and maintaining long-term relationships with our Customers. As the public face of our organisation, in person and via all other means of communication, including (but not limited to) telephone and email enquiries, Customer Relations Officers will be the first point of contact for all the potential Customers, providing initial information on Enhanced Lifestyles’ service offerings. Customer Relations Officers will also be responsible for facilitating initial enrolment into services as well as conducting initial intake and risk assessments, ensuring new Customers a smooth entry into Enhanced Lifestyles. This role reports to the Quality and Training Manager.

**People and Culture Officer** – The People and Culture Officer is responsible for providing high-level human resource management, support and leadership at all levels of management and employees at Enhanced Lifestyles. This role provides employee management and strategic guidance to the organisation in all the areas of Human Resource Management in accordance with our Enterprise Bargaining Agreement, The





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Fair Work Act and organisational policies and procedures. The role is responsible for ensuring that the employee training records are maintained, and all employees are compliant in all aspects of training in accordance with their respective roles within Enhanced Lifestyles. This role reports to the Quality and Training Manager

**Learning and Development Officer** - The Learning and Development Officer assists the Quality and Training Manager in the development, coordination and delivery of training for all employees and Customers. This position is responsible for recording all non-mandatory training undertaken by employees. This role reports to the Quality and Training Manager.

In consultation with the Quality and Training Manager and Service Delivery team, the Learning and Development Officer is also responsible for the management and follow up of all incidents as well as maintaining the Work, Health and Safety register. Work Health and Safety Trends are reported to management for hazard-prevention purposes, to inform future policy and training development.

#### **Communication and Engagement Officer**

The Communication and Engagement Officer reports to the Operations team and assists the Marketing Officer in networking and engaging potential customers at expos and member events. The Communication and Engagement Officer assists the Marketing Officer in promoting the organisation and relevant disability news on Facebook and via the Enhanced Lifestyles newsletter.

The Communication and Engagement Officer is responsible for the investigation and resolution of escalated complaints in instances where the complainant is not satisfied with the resolution provided by relevant department or manager. Another function of this role is to provide formal recognition of positive feedback to Lifestyle Attendants. Finally, the Communication and Engagement Officer assists the Administration Officer in ensuring all feedback (compliments, complaints and suggestions) is recorded in the Feedback Register and reports feedback trends to management and the Continuous Improvement Committee for continuous improvement purposes.

**Accounts and Billing Officer** – The Accounts and Billing Officer is responsible for creating and sending invoices to Customers. A key function of this role is liaising and resolving issues in Customer billing. This role reports through to the Chief Executive Officer.

**Administration Officer** – Administration Officers are responsible for comprehensive, administrative support to the Enhanced Lifestyles' Head Office team. This role reports through to the Executive Assistant.



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**Service Delivery Officer** – Service Delivery Officers are responsible for the provision of efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Senior Service Delivery Officer.

**After Hours Service Delivery Assistant** – The After-Hours Service Delivery Assistant is responsible for the provision of efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Senior Service Delivery Officer.

## People and Culture

### Professional Conduct

#### Boundaries

It is crucial that employees and Customers understand the professional boundaries in a Customer/employee relationship and ensure that Lifestyle Attendants are not seen to be there merely as “friends”.

Whilst we understand that close relationships are formed when working with a Customer (and their family) for a period of time, Lifestyle Attendants must remember that they are not family members. Conflicts of interest can arise including a negative effect on the wellbeing of our Customers if a Lifestyle Attendant starts considering themselves part of the family.

Lifestyle Attendants are instructed to adhere to the following guidelines at all times:

- Children, family members and pets are not to be taken to the Customer’s home.
- Refrain from becoming emotionally involved with a Customer.
- Inappropriate or unwarranted physical contact is not permitted or accepted practice.



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- Refrain from visiting Customers after hours (i.e. when you are not rostered on).
- Refrain from discussing personal issues with Customers (e.g. your financial issues, work issues, family issues etc.).
- Lifestyle Attendants are strictly prohibited from witnessing any legal documentation in relation to a Customer. Lifestyle Attendants are not permitted to act as Power of Attorney or act as Executor for Customers. Please direct any queries in relation to this to the Quality and Services team.

## **Code of Conduct & Ethics**

Both the NDIS and Enhanced Lifestyles Code of Conduct (Code) supplements the formal policies and procedures of Enhanced Lifestyles, which employees are required to adhere to in the conduct of their roles. Enhanced Lifestyles' vision, purpose and core values guide employee behaviour, ensuring that the highest level of ethical and legal standards, appropriate behaviour and accountability is achieved.

It is the responsibility of all employees to provide a safe environment to the best of their abilities, when working directly with vulnerable persons

Through Enhanced Lifestyles' vision, purpose and core values, in addition to its policies, procedures and practices, a Lifestyle Attendant must pay special attention to making sure that people who are especially vulnerable are treated fairly, with kindness and compassion, and are protected from any sort of abuse.

## **Confidentiality and Privacy**

At Enhanced Lifestyles we are committed to respecting the privacy rights of Customers, employees and others with whom we do business. We have a contractual obligation to ensure Customer information is collected, stored and used in accordance with the requirements of privacy legislation and that it is not discussed or shared by a Lifestyle Attendant with other Lifestyle Attendants either during or outside of work.

We keep personal information securely. We do not share the personal information of our Customers with other employees unless it is necessary to provide services. We do not share the personal information of our Customers with any outside person or body unless



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we are legally authorised to do so. It is imperative that our Customers' confidentiality is maintained at all times.

Breaches of confidentiality will be dealt with promptly and may include disciplinary action if ignored. Repeated breaches of confidentiality may result in termination of employment.

### **Dress Code and Uniform**

The appearance of employees reflects the general image of our organisation and has a significant impact on the way we are viewed by Customers, contractors, suppliers and the public. Enhanced Lifestyles always aims to project a professional image whilst ensuring clothing complies with Occupational Health and Safety. It is an expectation of the organisation that a Lifestyle Attendant presents to work each day in smart casual attire. All attire must fit appropriately, be cleaned, ironed (if applicable), neat and tidy.

The following must be adhered to at all times by a Lifestyle Attendant:

- Keep long hair tied back or worn up.
- Avoid wearing long, dangling or large hoop earrings as they can get caught or scratch Customers.
- Footwear must be enclosed. **Thongs/Flip Flops are not permitted.**
- Ensure tattoos are discretely covered where possible.
- Avoid wearing perfume or aftershave as our Customers may be sensitive to scents or suffer from allergies.
- **No smoking during working hours or inside work places.**

Failure to adhere to the above may result in a Lifestyle Attendant being asked to go home and return to the workplace in a clean and appropriate fashion.

### **Personal Hygiene**

Lifestyle Attendants are instructed to come to work having attended to their personal hygiene each day with clean clothes and hair, free from unpleasant odours. Hand hygiene is a critical component of personal hygiene. Lifestyle Attendants are instructed to follow correct hand washing procedure at all times when working, including:



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- Before and after direct or indirect contact with clients.
- Before and after handling food and food utensils.
- After using the toilet.
- After handling toilet facilities.
- Employees should also ensure nails are always clean and kept short without sharp edges.

## Gifts

Lifestyle Attendants are strictly prohibited from accepting gifts or money from Customers or family members. Employees, their relatives and friends are not permitted to benefit in any way from employment with the Customer except for the payment of wages.

Employees are prohibited from soliciting money or gifts and from borrowing money or items from Customers. If you have any queries about gifts, please contact the People and Culture team for clarification.

## Drug and Alcohol Policy

Enhanced Lifestyles believes that the safety of employees at work is of paramount importance. In order to ensure the health and safety of all individuals associated with its operations, Enhanced Lifestyles will take all reasonable steps to ensure that its employees are in a fit and competent state to work safely.

**Fit for Work:** An employee is fit for work if they have a blood alcohol content of 0.00 and test negative for drug use, in accordance with the levels contained in the Enhanced Lifestyles Drug and Alcohol Policy.

### Alcohol

An employee must not be under the influence of or affected by alcohol while on duty. This means that all employees are expected to have a 0.00 blood alcohol content at all times they are required to undertake the duties and responsibilities associated with their contract of employment however, we understand that at times they may be at dinner with a Customer and they request that a Lifestyle Attendant has a glass of wine or beer. Employees are permitted to consume one standard glass of wine or beer with dinner if the Customer permits it. Employees are to ensure that they do not exceed one



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standard glass of alcohol and that it does not affect their driving ability or place them over 0.05%.

If a Customer believes that an employee is unfit for work, the employee may be asked to consent to drug and alcohol screening and will not be permitted to return to the workplace until such time as Management is satisfied that they are fit for work and they have a blood alcohol content of 0.00.

### **Drugs**

If an employee tests positive for any other substance, Enhanced Lifestyles may obtain relevant expert advice to determine whether the employee will be considered unfit for work.

The unauthorised possession or consumption of drugs in the workplace or Customer's home will result in disciplinary action.

### **Smoking**

Smoking is not permitted in any Customer's home.

If a Lifestyle Attendant uses their vehicle for work purposes, smoking in their vehicle is prohibited.

Employees have the right to work in a smoke-free environment and are not obligated to work with Customers who smoke. Please discuss any queries in relation to this with the Service Delivery team.

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Enhanced Lifestyles has a responsibility to protect and remove unreasonable risk from children, the aged, vulnerable adults (including people with disabilities) and employees. In meeting this responsibility, Enhanced Lifestyles must be satisfied that all employees meet the highest standard of integrity and suitability so that the risk of placing anyone in an unsafe environment is minimised.

A current DHS Disability Related Employment Screening and Working With Children Check is a condition of employment for all persons engaged to provide services on behalf of Enhanced Lifestyles. It is the responsibility of the employee to maintain and renew their screening every 3 years. Employees without a current clearance will be suspended from duties until they obtain one.

**Work Health and Safety**

Enhanced Lifestyles is committed to providing a safe and healthy workplace for employees and all other persons whose health or safety could be at risk through our work.

Enhanced Lifestyles is dedicated to Work Health and Safety (WHS) by ensuring compliance with relevant legislation including the WHS Act 2012 and supporting regulations.

All Enhanced Lifestyles' employees are required to comply with Work Health and Safety guidelines at all times actively contribute ideas for the development of a safer and healthier work environment.

Employees will be required to complete an Incident Report Form and promptly advise the People and Culture of any injuries, incidents, hazards or other issues related to Work Health and Safety.

**Duty of Care**

Enhanced Lifestyles is committed to ensuring everyone's personal safety. We are also committed to protecting 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 provides all employees with information and training on duty of care.



## **Death of a Customer**

Enhanced lifestyles are required to report to NDIS any customer death even if they are in hospital at the time. Families and employees are requested to inform Service Delivery as soon as possible so the mandatory reporting occurs.

## **WorkCover, Public Liability and Professional Indemnity Insurance**

All employees of Enhanced Lifestyles are protected by Return to Work (WorkCover), professional indemnity and public liability insurance whilst at work. Employees are not normally covered when working outside of rostered hours.

If a Lifestyle Attendant is injured at work they must notify the People and Culture **immediately**. They will be provided with an Incident Report Form which must be completed and returned within 24 hours.

All incidents, injuries and near misses are to be reported to the organisation via the completion of an Incident Report Form.

Reporting of all incidents is mandatory and assists Enhanced Lifestyles to monitor trends to ensure continuous improvement and minimise future risks or incidents occurring.

## **Incident Reporting**

Where there is an incident in the work environment Lifestyle Attendants must produce an Incident Report and forward it to the Customer Relations Officer.

Enhanced Lifestyles will keep a register of accidents, incidents and injuries. The register will be maintained by the People and Culture and will be used to record:

- All accidents and incidents that occur to employees and visitors while on the premises.
- Any journey accidents and incidents involving employees.
- All critical incidents irrespective of any actual injury occurring

## **Identification Badge**





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An identification badge must be presented by all employees of Enhanced Lifestyles when required to do so. The People and Culture team will provide all employees with an Identification Badge. Lifestyle Attendants are to present their identification badge to a Customer when attending for the first time on shift or any other time when required.

The Identification Badge is a plasticised badge with the Enhanced Lifestyles logo. The identification badge will display the employee's photograph and state their name, position title and will also include on the reverse side their qualifications and expiry dates.

### **Hours of Work**

Enhanced Lifestyles is committed to the highest quality of service delivery. We are 24 hours a day, 7 days a week business. Hours of work for an employee will vary depending on the position within the organisation.

#### **Head Office Employees**

The Enhanced Lifestyles' Head Office is open from 7am to 7.30pm weekdays and from 7am to 3pm on weekends.

### **Performance Management**

Enhanced Lifestyles is committed to fostering an environment that supports and values the work of all employees as we seek to achieve our shared goals. This applies to all employees including casual employees and permanent employees.

We will:

- Create a clear direction for employees by ensuring that work is aligned with the strategic efforts and directions of Enhanced Lifestyles.
- Assist employees to improve performance by providing them with:
  - Clarity regarding roles, responsibilities and performance expectations.
- Reward strong performance and provide assistance to improve performance.
- Provide training and development relevant to individual performance areas, professional aspirations and longer term organisational needs.

Regular bi-annual performance appraisals will form part of this process.



## **Annual Leave**

All full time and permanent part-time employees are entitled to take 4 weeks annual leave per year (pro rata for permanent part-time employees). Casual employees are not entitled to annual leave.

## **TeleClock**

The laws that regulate employees' wages and hours are designed to ensure that employees are paid as specified within these regulations. To ensure Work Health and Safety compliance, it is essential that all employees of Enhanced Lifestyles clock in and clock out each day. TeleClock ensures consistency of treatment for all employees and employees' Customers, with the protection of proven technology to record time worked by Lifestyle Attendants accurately.

## **Billing**

### **Options to fund your services**

Depending on your needs and circumstances, we have a number of ways that you can pay for your services. If you meet the eligibility criteria, Government funding may be available to you, otherwise you can pay privately for your services. There is also an option if eligible to have more than one funding type to pay for your services.

We are approved to deliver support to a range of clients, including those who are or are eligible for:

- Receiving Hosting: we manage your funds for you.
- Receiving funding through DSA funding: Disability SA pays for your services
- Self-Managed: You take care of your own funds
- Fee for Services: Another agency pays for your services eg. for respite
- Receiving funding through an insurance company following a compensation settlement.

Each fortnight invoices are sent to you or to the organisation who is taking care of your funds. Payment of the invoices are due within 14 days or on the due date as stated on your invoice. When payments are received you will receive a receipt. If you are experiencing any issues in making payments it is best to contact the finance officer, to discuss what arrangements can be made.

## **Debt Collection**

A monthly statement will be issued for those that have monies outstanding. If there is still no payment or communications made to arrange for payment, then you will receive a letter. Upon receiving a third letter further action will be taken with possibility of suspension of services until all monies owing have been paid.

### **Payment Options**

At the moment, we have Electronic Funds Transfer, but we are looking into other payment options in the near future. When sending by Electronic Funds Transfer it is important to put the name of the person the services are for and the invoice number being paid, this way it can be appropriately allocated.

## **Customer Rights**

### **Rights of Customers**

Enhanced Lifestyles is committed to developing an organisational culture that supports the legal and human rights of Customers and ensures they are able to exercise those rights as outlined in relevant legislation including:

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

Enhanced Lifestyles 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, abuse (financial, sexual, physical and emotional), neglect or exploitation.

Enhanced Lifestyles will:

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

Enhanced Lifestyles' Customer service charter outlines these rights and responsibilities in a way that is accessible and easily understood by Customers. The charter will outline:

- What the organisation does.
- The services available to Customers.
- How Customers can contact the organisation.
- The standards of service Customers can expect from the organisation.
- Customer rights and responsibilities within the service.
- Opportunities for feedback and participation.
- A process for making complaints and, if appropriate, appeals.
- A list of opportunities to exercise choice and to participate in service decisions.
- The support provided to Customers to enable them to make choices and participate.
- Details of how Customers will be made aware of the charter.

## **National Disability Service Standards**

National Standards for Disability Services (NSDS) are seen as a transitional reform enabling nationally-consistent quality standards for the disability services sector. They have a greater focus on person-centred approaches and promote choice and control by people with disability. These are considered critical under the National Disability Insurance Scheme.



## **Advocacy Services**

Advocacy involves representing and working with a person or group of people who may need support and encouragement to exercise their rights in order to ensure that their rights are upheld.

Enhanced Lifestyles informs the Customer at first contact of their right to independent advocacy and their right to assistance in accessing that independent advocacy if required.

All Customers and Lifestyle Attendants have the right to involve an advocate of their choice to assist with raising and resolving a complaint. Advocates may be a family member, friend or provided from a professional advocacy service.

Should a situation arise where you feel an advocate may be needed, employees are to first refer the Customer to the Service Delivery Team who will advise and assist the Customer where possible to access the appropriate service. If the Customer is unsure whether they may want to nominate a person as an advocate, they can be directed to a specialist advocacy organisation such as those listed below.

### **Mental Illness Fellowship of South Australia (MIFSA)**

8378 4100

[mifsa@mifsa.org](mailto:mifsa@mifsa.org)

### **Disability Rights Advocacy Service Inc. (formally known as MALSSA)**

Shop 4/80 Henley Beach Road

Mile End SA 5031

PO Box 742 Torrensville SA 5031

Phone 08 8351 9500 Fax 08 8152 0396

Email [admin@dras.com.au](mailto:admin@dras.com.au)

### **Advocacy for Disability Access and Inclusion Inc.**

149 Currie Street

Adelaide SA 5000

Phone: (08) 8340 4450 Fax: (08) 7226 1079

Freecall: 1800 856 464

8340 4450

### **Independent Advocacy SA Inc**

99 Frome Street

Adelaide SA 5000



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Phone: (08) 8232 6200 Fax: (08) 8232 6255

Freecall: 1800 999 884

[indepadv@internode.on.net](mailto:indepadv@internode.on.net)

**Disability Advocacy & Complaints Service of SA Inc. (DACSSA)**

33 Franklin St Adelaide, SA 5000

Phone: 08 7122 6030 Fax: 08 8332 5112

[admin@dacssa.org.au](mailto:admin@dacssa.org.au)

[www.dacssa.org.au](http://www.dacssa.org.au)

## **Diversity**

Enhanced Lifestyles 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 includes different styles, experiences and points of view.

We commit to:

- Ensuring that all care plans and reviews identify and support the cultural, spiritual and linguistic needs of our Customers.
- Utilising interpreting services where indicated by The Department and providing information in the language of the Customer.
- Actively engaging with our Customers and families in relation to the influence of culture and religion in personal care services.
- Aiming to provide our Customers with culturally appropriate Lifestyle Attendants (where possible) and ensuring that they comprehend the diversity of our Customers' needs.

Specialised training of staff will be provided to ensure adequate recovery supports are in place.

Approval can be sought from the Chief Executive Officer for expenditure incurred through such things as allied health specialists such as psychologists and/or counsellors.

## **Service Provisions**

Customers of Enhanced Lifestyles have a legitimate expectation that the service they receive is of the highest standard that can be reasonably achieved. In order to achieve this high standard of service delivery, Enhanced Lifestyles and its employees are required to:

- Deliver services in the most efficient and timely manner.
- Strive to improve standards of service through continuous improvement.
- Comply with all applicable legislation and guidelines.
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## **Customer Individual Support Plan / Care Plan**

An individual Customer file will be prepared by the Customer Relations Officer for each Customer receiving case management services. The file will contain details such as Customer referral, eligibility assessment, case management plan, Customer consent forms, notes from Customer meetings etc.

The individual support plan will include details such as Customer goals, strategies/ steps for achieving goals, other agencies involved in service provision, schedule of services, formal and informal support strategies necessary to achieve these goals centred on the development of an individual service plan.

## **Complaints and Grievances (Including Feedback)**

Enhanced Lifestyles is committed to ensuring that any person or organisation using Enhanced Lifestyles services or who is affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation. They also have the right to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Enhanced Lifestyles will:

- Consider all complaints it receives.
- Treat all complainants with respect, recognising that the issue of complaint is important to the complainant.
- Maintain the confidentiality of all parties involved, keeping any information private to those directly involved in the complaint and its resolution.
- Ensure advocacy is available to Customers who make a complaint and require

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support.

- Resolve complaints, where possible, to the satisfaction of the complainant.
- Deal with all complaints in a timely manner.
- Keep parties to the complaint informed of progress of the complaint.
- Ensure that Board and Management Group Members and employees are given information about the complaints procedure as part of their induction and are aware of procedures for managing Customer feedback and complaints.
- Ensure all service users, stakeholders and Members are aware of the complaints policy and procedures.
- Ensure that a complainant is not penalised in any way or prevented from use of services during the progress of an issue.
- Ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements.

Enhanced Lifestyles actively seeks the input of Customers and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities. The organisation will:

- Foster a service culture that encourages open and honest communication.
- Inform Customers about the standard of service they can expect.
- Protect the right of Customers to provide feedback and to make complaints about service delivery.
- Encourage and make it easy for people to provide feedback.
- Provide anonymity to people providing feedback.
- Record and analyse information arising from feedback and use it to improve services.



### **Making a complaint to the NDIS Commission**

Any person or organisation using Enhanced Lifestyles services or who is affected by its operations has the right to lodge a complaint to the NDIS Commission or to appeal a decision of the organisation. They have the right to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

You can make a complaint to the NDIS Commission by:

- **Phone** on 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- **National Relay Service** and ask for 1800 035 544.
- **Online Form** available at <https://www.ndis.gov.au/contact/feedback-and-complaints>

### **Social Support/Community Access**

Enhanced Lifestyles is committed to empowering and supporting Customers to fully participate in the community by offering social support and community access services.

This could mean supporting a Customer in the following areas:

- Gaining and maintaining employment
- Education and upskilling
- Leisure
- Exercise (attend the gym or sport)
- Developing their social lives
- Developing links within their community

It is through social support and community access that we promote greater opportunities for connections and meaningful community participation for people with disability. We support our Customers in the goals and objectives they wish to achieve and enable their community participation.

## Transport

A key component of community access is transport. Enhanced Lifestyles offers a range of transport services for Customers who require transportation for:

- Shopping
- School
- Appointments (eg. medical, therapy)
- Leisure activities
- Community events

This list is not exhaustive and transport services may be provided for other reasons or to other locations than those listed above.

In the course of delivering a transport service a Lifestyle Attendant may, subject to agreement by both Enhanced Lifestyles and the Customer, be required to drive a Customer's motor vehicle. This includes motor vehicles that have been modified to meet the specific needs of the Customer.

In the course of delivering a transport service a Lifestyle Attendant may, subject to agreement with Enhanced Lifestyles, be required to drive their personal motor vehicle. This could include using the Lifestyle Attendant's private motor vehicle to transport a Customer in accordance with requirements for the service delivery.

## Respite

Enhanced Lifestyles understands that caring for another can be both physically and emotionally exhausting, as well as not always achievable under certain circumstances. Enhanced Lifestyles therefore offer a range of respite services to its Customers, which include:

- Active and passive overnight
- Day options
- Travel options
- Emergency respite



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Lifestyle Attendants must follow the agreements made with the Customer and Enhanced Lifestyles when delivering respite services. Lifestyle Attendants must adhere to the agreed:

- Respite locations
- Times
- Duties
- Any additional requirements

### **Meal Preparation and Assistance with Feeding**

Meal preparation and assistance with feeding may include any of the following:

- Making hot drinks (eg. tea, coffee, chocolate, soup)
- Making meals for the Customer.
- Cutting up a meal or preparing a pureed meal for the Customer.
- Adding thickener to drinks.
- Preparation of ingredients for meals (chopping etc.) for the Customer to cook.
- General kitchen clean-up after meal preparation is complete.

### **Food Handling and Preparation**

Cross-contamination occurs when microorganisms are passed between people, surfaces, food and from raw to cooked foods. This can be avoided by:

- Washing hands with soap and water for 30 seconds before food preparation and after handling any raw meats or touching pets.
  - Dry hands on clean towel or paper towel before handling food.
- Not handling food if you have gastroenteritis (vomiting/diarrhoea) or until 48 hours after symptoms have gone.
- Using different chopping boards for different foods. For example, one each for ready-to-eat foods (salads); raw fruits or vegetables; raw meats.
  - If different boards are unavailable, wash the board with hot soapy water and rinse off between preparing different foods.

### **Handling Customers' Money**

Unless given specific permission, no employee must have access to and/or handle Customer monies. An example of an appropriate situation could be a Customer giving permission for an employee to use their money to pay for an item during a shopping trip

when it is more practical for the employee to do so for them. Where such actions are taken it is imperative that the Lifestyle Attendant secures and retains all receipts associated with the purchase.

## **Home Cleaning**

Home cleaning can be carried out by the Lifestyle Attendant. This may include:

- Dishwashing
- Clothes washing
- Putting clothes on the line or bringing dry clothes in
- Vacuuming, mopping, dusting
- Cleaning the bathroom
- Wiping down kitchen sink and surfaces
- Changing bed linen

## **Infection Control and Hygiene Precautions**

Standard precautions are required work practices for a basic level of infection control. They are designed to reduce the risk of transmission of microorganisms.

Standard precautions include:

- Washing hands before and after all care of the Customers.
- Use of personal protective equipment (PPE) such as gloves, aprons, face shields.
- Aseptic practices.
- Appropriate reprocessing of instruments and equipment.
- Safe handling and disposal of potentially infected materials.
- Environment controls.
- Gloves worn if there is any chance of contact with body fluids (urine, blood, saliva, wound discharge, faeces).
- If you have a cut or abrasion on your hand, use gloves for both your own and the Customer's protection.
- Always wash your hands after removing gloves.

## **Hand Washing**

Hands are easily contaminated so thorough hand washing is very important. Hand washing should occur:

- Before and after direct or indirect contact with Customers.
- Before and after handling food and food utensils.
- After using the toilet.
- After handling toilet facilities.

## **Lifting, Manual Handling and Transfers**

There are aids to assist in lifting Customers and these are provided in the Customer's home. Lifestyle Attendants are required to have current accreditation in safe manual handling practices.

Lifestyle Attendants are not expected to transfer a Customer if the Customer is too heavy for them to handle. If this situation occurs the Lifestyle Attendant should contact the Service Delivery Team for advice.

## **Learning and Development**

Enhanced Lifestyles is committed to providing opportunities for employees to increase their skills, raise professional standards and improve productivity. Enhanced Lifestyles aims to support its employees in undertaking appropriate training, education, and development activities to enhance their knowledge, skills, job satisfaction and job performance.

### **Training and Development**

Enhanced Lifestyles is committed to the philosophy and practice of continuous improvement and encourages the participation of all employees and Customers.

## **Continuous Improvement**

It is an Enhanced Lifestyles business imperative to provide consistent and best practice product and service delivery to its Customers. The ability of Enhanced Lifestyles to sustain the delivery of quality products and services is essential to its long-term success,



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and continuous improvement is embedded in all key business strategies, functions and activities.

The Board and Management Team encourages and supports the pursuit of improvements that will stabilise and enhance all key processes across the organisation. Any Enhanced Lifestyles Customer or employee can submit a recommendation that may result in improvement to any process or practice. All submissions must be 'process' focused with as much evidence/supporting information provided as possible.