

This is a list of all the risk-assessed roles currently held at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. The list is maintained by the Chief Operations Officer who will update the list within 20 business days of a new risk-assessed role being identified or reclassified.

In line with the *National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018* a **risk-assessed role** means:

- (a) a key personnel role of a person or an entity;
- (b) a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability; or
- (c) a role for which the normal duties are likely to require more than incidental contact with a person with disability.

Title or identifier for role	Paragraph of above risk-assessed role definition applying to role	Description of role	Date assessed as 'risk-assessed role'	Name and title of person who assessed role
Chief Executive Officer	Key Person (A)	Strategic business decisions and top level managerial oversight	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
Chief Operations Officer	Key Person (A)	Managerial oversight of day to day operations, decision making and reporting responsibilities	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)

Title or identifier for role	Paragraph of above risk-assessed role definition applying to role	Description of role	Date assessed as 'risk-assessed role'	Name and title of person who assessed role
General Manager Accommodation and Services	Key Person (A) Contact (C)	Manager of service delivery and customer relations teams, customer contact and home visit duties	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
General Manager Business Development & Culture	Key Person (A) Contact (C)	Manager of business development activity and custodian of organisational culture	04/08/2020	L Goodenough (GM Corporate Services)
General Manager Corporate Services	Key Person (A)	Strategic business decisions and top level managerial oversight	04/02/2020	S Crispe (Chief Operations Officer)
General Manager Quality Learning & Development	Key Person (A)	High level management of quality assurance, compliance incident management and staff development	04/08/2020	L Goodenough (GM Corporate Services)
General Manager Support Coordination	Key Person (A) Support (B)	Management of support coordination team and delivery of support coordination services involving customer/client contact	01/02/2021	L Goodenough (GM Corporate Services)
Executive Assistant	Contact (C)	Executive and Board support	04/08/2020	L Goodenough (GM Corporate Services)

Title or identifier for role	Paragraph of above risk-assessed role definition applying to role	Description of role	Date assessed as 'risk-assessed role'	Name and title of person who assessed role
ILC Project Officer	Contact (C)	Board development and training	01/02/2021	L Goodenough (GM Corporate Services)
Support Coordinator	Support (B)	Provides customer/client agreed supports in coordinating their services with a service provider. Involves face to face, verbal and electronic communication with customers/clients	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
Clinical Nurse	Support (B)	Provides clinical customer services	01/02/2021	L Goodenough (GM Corporate Services)
Senior Service Delivery Officer	Contact (C)	Oversight of Service Delivery team and processes; daily customer communication	01/02/2021	L Goodenough (GM Corporate Services)
Service Delivery Officer	Contact (C)	Daily customer contact and communication verbally and electronically for management of rostering	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
Customer Relations Officer	Contact (C)	Customer relations services involving, verbal, electronic and face to face contact to facilitate agreements between	03/02/2020	N Cornwill (Chief Operations Officer)

Title or identifier for role	Paragraph of above risk-assessed role definition applying to role	Description of role	Date assessed as 'risk-assessed role'	Name and title of person who assessed role
		customer/clients and the organisation		R Johns (Quality Assistant)
Regional Customer Coordinator	Support (B) Contact (C)	Customer intake and support provision	01/02/2021	L Goodenough (GM Corporate Services)
Customer Liaison Officer	Contact (C)	Customer wellbeing calls and checks	01/02/2021	L Goodenough (GM Corporate Services)
Lifestyle Attendant	Support (B)	Provides customer/client agreed supports involving face to face and physical contact with customers/clients at their place of residence	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
Support Worker	Support (B)	Provides customer/client agreed supports involving face to face and physical contact with customers/clients at their place of residence	04/02/2020	S Crispe (Chief Operations Officer)
Marketing & Communications Officer	Contact (C)	Provides oversight of organisational promotion, communications, marketing and event coordination	04/08/2020	L Goodenough (GM Corporate Services)

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Teleclock & Administration Officer	Contact (C)	Provides site-based administrative support and front-of-house services; Teleclock (timesheet) administration	01/02/2021	L Goodenough (GM Corporate Services)
Senior Finance Officer	Contact (C)	Provides oversight of financial processes	04/08/2020	L Goodenough (GM Corporate Services)
Senior HR Officer / Return To Work Coordinator	Contact (C)	Provides oversight of human resources functions and coordinates Return To Work activities	04/08/2020	L Goodenough (GM Corporate Services)
Recruitment Officer	Contact (C)	Undertakes staff recruitment	01/02/2021	L Goodenough (GM Corporate Services)
HR Project Officer	Contact (C)	Provides support for human resources work	04/08/2020	L Goodenough (GM Corporate Services)
Assets & Systems Officer	Contact (C)	Undertakes WHS administration, local IT assistance and supports system projects	01/02/2021	L Goodenough (GM Corporate Services)
Learning & Development Officer	Contact (C)	Coordinates training and development functions	04/08/2020	L Goodenough (GM Corporate Services)

Title or identifier for role	Paragraph of above risk-assessed role definition applying to role	Description of role	Date assessed as 'risk-assessed role'	Name and title of person who assessed role
Quality & Engagement Officer	Contact (C)	Feedback, complaints and incident management and investigation involving verbal, electronic and face to face customer contact	03/02/2020	N Cornwill (Chief Operations Officer) R Johns (Quality Assistant)
Quality Assistant	Contact (C)	Provides support for incident, complaint and feedback management, and restrictive practices management	01/02/2021	L Goodenough (GM Corporate Services)
TMS Project Officer	Contact (C)	Provides support for database and system developments	04/08/2020	L Goodenough (GM Corporate Services)