

Q102A	DUTY OF CARE POLICY
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Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) has a duty of care to all Customers/Clients and recognises and supports our Customer/Clients’ rights to self-determination, independence and dignity. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will act to ensure that Customers/Clients do not suffer harm or loss either physically, financially or psychologically due to any action, or inaction by this organisation and its employees.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service’ duty of care will include consideration of dignity of risk, that is, the right of informed individuals to take risks.

The organisation will:

- Provide training and information for all employees on their duty of care, code of conduct and professional boundaries
- Assist Customers/Clients in making informed choices with regard to risk
- Seek appropriate support for Customers/Clients who may not have the ability to make informed decisions
- Respect Customer/Client’s rights to choose activities that could harm them, provided they understand the risks involved.
- Minimise abuse or harm to Customers/Clients as a result of employee’s actions
- Investigate all incidents and accidents and ensure corrective actions and plans are appropriately documented.

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

Policy context: This policy relates to	
Contractual obligations	Service Agreement, Customer Service Agreements

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Scope of information

Specific information about services will be provided to potential service users/referring agencies/other upon request that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated
- terms and conditions of service
- other service information, including costs or fees

The Chief Executive Officer, The Boards and Service Delivery team are responsible for areas involved in planning, developing and reviewing service information.

Publication and distribution of information

The Operations teams will be responsible for ensuring the publication of service information in suitable formats in consultation with the Chief Executive Officer. The Operations team will be responsible for ensuring the distribution of service information in consultation with Marketing and Communication.

Documentation

Documents related to this policy	
Related policies	Q102 – Customer Rights and Service Charter Q111 - Customer Participation and Social Inclusion Q112 - Customer Decision Making and Choice Q241 - Customer Feedback Q269 - Managing Complaints