

CUSTOMER SERVICE POLICY

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Drafted by	Merryn Farnsworth	Approved by	13/04/2021 manager
Responsible person	Merryn Farnsworth	Scheduled review date	13/05/2021

POLICY STATEMENT

This policy is designed to outline the steps that Life Independence has in place to provide the best service possible to our Participants in keeping with guiding legislations, rules, guidelines and NDIS quality indicators. This policy can be used as a guide for any person who provides services on behalf of Life Independence for professional conduct and expected standards for customer service.

The policy aims to outline the values and commitment to quality service delivery upheld by Life Independence in the context of service delivery to Participants who are receiving funding packages from the National Disability Insurance Scheme (NDIS).

SCOPE OF POLICY

This policy applies to all Life Independence staff or any person acting in a capacity whereby they are taken to be representing Life Independence and its interests. Failure to comply may result in disciplinary action.

GUIDING LEGISLATION, RULES, REGULATIONS & GUIDELINES

- National Disability Insurance Scheme Act, 2013
- NDIS Rules, 2018
- National Disability Insurance Scheme Guidelines
- NDIS Quality and Safeguarding Framework
- Intergovernmental Agreement on Nationally Consistent Screening for the NDIS
- Procedures for determining breaches of the Australian Public Service Code of Conduct and for determining sanction.



www.lifeindependence.com.au

Ph: 0429 225 993, 0488 061 999

E: lifeindependenceservices@gmail.com

PROCEDURES

Client Services –

Clients include people with a disability, their families, supporters, carers or any other relevant stakeholder. This relationship also extends to government agencies and other NDIS service providers who work with the service. The service provides 1:1 support services designed to fit the requirements of our participants.

Protecting Customer Rights & Responsibilities –

The service delivers one on one individualised services to our clients according to the following principles

- Person centred practice
- Respect for culture, diversity, values and individual beliefs of clients
- Respect for privacy and dignity
- Promotion of independence and informed choice
- Zero tolerance for violence, abuse, neglect, exploitation and/or discrimination

Service Standards –

The standards of service are designed to be easily understood, transparent and taken in the framework of the services policies, procedures and practices which are available for public view via the service website. They provide practice standards and methods for managing incidents and complaints as mandated by law. Service standards are audited and comply with the NDIS Quality & Safeguards Commission, NDIS Practice Standards & Quality Indicators, January 2020. This means the service provided by Life Independence demonstrates these standards mandated by law and adheres to quality indicators through practices, procedures and policy. Customers can expect the service to have an appropriate process for the following:

- Provider Governance and Operational Management

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- Risk Management
- Quality Management
- Information Management and Privacy
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Worker Safety Screening
- Quality Management and Continuous Improvement.
- Continuity of Supports
- Provision of Supports
- Support Planning
- Transitions to or from the Provider

These policies and standards are available for public view on the service website to allow understanding of how the service delivers safe and effective standards in each of these key areas.

Service Processes –

Transparency of the services ethical framework, supporting policies and practices enables understanding for customers. Customers have a right to understand our processes before, during and after receiving services. Transparency in these matters enables our customers to understand why they might choose this service and what to expect while engaging with the service. Any person can review the services processes via the service website or by request in a manner that meets their personal communication or other requirements. Customer scan expect the following approach to service delivery:

- **When Considering A Service**
Any person can go to the service website for a full explanation of services, pricing structures and access to policies and procedures. Upon meeting with a representative of Life Independence there is no obligation to continue with the service should the customer not wish to proceed. There is no charge for phone or face to face meetings with the service up to the point where a service agreement is agreed to and signed by all applicable parties.
- **The Intake Process**
A representative from the service will come to your place of residence or another agreed upon appropriate location. If your needs make it impractical

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for this to occur then a nominated representative can come in your place or other methods for communication can be arranged. A series of questions will be asked about the service you wish to receive and you will be asked to supply a copy of your NDIS plan and sign a service agreement to receive services from this point.

- **Receiving Service**

You will be allocated a support worker. This worker will be your main point of contact with the service. It will be this workers responsibility to organise services that meet your requirements and follow instructions provided. Communication can be made face to face, via phone or email as discussed with the worker. The worker is also able to communicate on your behalf with other services if required. Your NDIS funds will be billed for these services. It is up to you and your worker how often you may need to communicate outside of service delivery.

- **Lodging an Incident or Complaint –**

You or a representative can raise any issue with your support worker directly at any time. If this is not appropriate or you do not feel comfortable to do so you can contact the manager of the service directly. Reports can be lodged via the service website, in writing or via email. Should you not wish to contact the service directly you can contact another agency such as the NDIS, details and instructions for which can be found via the service website. The website also provides instructions for lodging a complaint or providing feedback of any kind. Any feedback given will be dealt with in accordance with our policies and processes relevant to the nature of the complaint or feedback.