



Care for Living Service Charter

Service Charter

Care for Living provides NDIS supports and services that are culturally respectful and recognises the diversity and choice of each individual and their families.

Care for Living is responsive to each participants' needs and aim to promote independence and maximise community participation through providing culturally appropriate and flexible services reflecting the participants preferences, changing circumstances and needs.

Care for Living is committed to person-centred approaches and recognises that people with disability are the key decision makers in determining their supports and actively participate in decision making about the planning, implementation and review of all the supports they receive.

Care for Living believe that the supports and services they deliver to their participants must be of the highest standard and they must continually review and improve their policies and procedures against the National Disability Practice Standards. This provides clarity to participants about what they can expect from Care for Living.

To achieve this Care for Living will:

- Undertake a person-centred approach that ensures participants access supports that promote, uphold and respect their legal and human rights
- Ensure each participant receives transparent, factual advice about their support options which promotes choice and control
- Ensure the provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision making
- Provide supports that respect and respond sensitively to participant's culture, diversity, values and beliefs
- Ensure all participant support is provided in a confidential manner that respects and protects their dignity and right to privacy
- Support participants to make informed choices, exercise control and maximise their independence relating to the supports provided
- Take all reasonable steps to ensure that each participant is provided supports that are free from violence, abuse, neglect, exploitation and discrimination
- Ensure each participants support is overseen by a robust governance and operational management system with the appropriate knowledge and skills, authority and accountability to meet financial, legislative, regulatory and contractual responsibilities
- Continue to adopt robust feedback mechanisms from all stakeholders and drive continuous improvement through on-going monitoring and evaluation
- Continue to operate a working risk management system that identifies and manages risks to participants, team members and other individuals otherwise engaged by Care for Living
- Ensure each participant benefits from quality management system that includes identification of issues and evidence informed practice that always drives the highest quality service
- Ensure the management of each participants information is identifiable, accurately recorded, current and confidential. This information is easily accessible to the participant and appropriately utilised by the Care for Living team

- A robust feedback and complaints system is driven to ensure each participant has knowledge of and access to the Care for Living complaints management and resolution system
- Ensure each participant is safeguarded by the Care for Living Incident Management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from
- Ensure that each participant's needs are met by team members who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support
- Have systems in place to ensure all participants have access to timely and appropriate support without interruption
- Provide the most appropriate supports that meet the participant's needs, goals and preferences
- Ensure each participant is actively involved in the development of their support plans and that they reflect participant's needs, requirements, preferences, strengths, goals and these plans are regularly reviewed
- Provide participants with a copy of their service agreement and ensure the participant has a clear understanding of the supports they have chosen and how these supports will be provided
- Support participants to experience a planned and coordinated transition to or from another provider
- Ensure all participants access supports in a safe environment that is appropriate to their needs
- Each participant receives tailored support to implement, monitor and review their goal plan and reduce the risk and the complexity of their situation
- Ensure participants are maximising their value for money and are exercising meaningful choice and control over the supports they receive.

The Service Charter provides the ethical basis and sets out the commitment to provide participants with the service and supports that can be expected.