



Essential Personnel

CUSTOMER INFORMATION BOOKLET

-  Disability Employment Services
-  Lifestyle Services
-  Property Care Services

..... *Creating futures and changing lives*



“

Essential Personnel acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

”

WELCOME TO ESSENTIAL PERSONNEL

Essential Personnel is an organisation that knows about disability.

We know how to work with you and to assist you in achieving your goals, here's why:

- 🌱 Our staff reflect disability in their demographic. 41% of our team have a disability.
- 🌱 Our staff care about people with disabilities. 35% of our team care for someone with a disability outside of work and a further 11% of our team are primary carers.

This diversity creates a wonderful culture, one where people with disabilities are valued and respected. A culture where we walk alongside you to assist you to achieve your goal.

On behalf of all our staff and members, I welcome you to the Essential Personnel family. I know you will enjoy being part of our team.



A handwritten signature in blue ink that reads "Dawn McAleenan".

Dawn McAleenan
Chief Executive Officer



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ABOUT THIS BOOKLET

This booklet explains Essential Personnel Lifestyle Services' offerings as well as your rights and responsibilities as a participant of Essential Personnel. It includes summary extracts of Essential Personnel policies to ensure you are being provided with a good and fair service.

The staff of Essential Personnel understand it is their responsibility to work within our organisational policies and it is our duty to help you understand what these policies mean and how they apply to you. You may wish to ask a friend or family member or nominate an advocate to read this booklet to you, to help you understand its contents and assist with any questions that you may have.

This booklet is available to all customers and members of the organisation, including but not limited to staff, parents, carers, Board of Management members and the general community.

Essential Personnel conducts regular reviews of our policies and participants are invited to contribute to these reviews via the Participant Feedback Survey.





EQUITY AND ACCESS CONSIDERATIONS

Essential Personnel is committed to ensuring fair and equal access to physical environments, information, communication channels and services. This may include:

- Our buildings and offices being accessible for all abilities; and
- Providing information in a format that you can understand such as organising an interpreter, display of text, large text, tactile communication, Easy English or accessible multimedia.

CULTURAL DIVERSITY

Essential Personnel employees provide all services with sensitivity to, and an awareness of, the cultural beliefs and practices of participants from culturally and linguistically diverse backgrounds.

This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication of this document will be conducted to suit each participant with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

WHO IS ESSENTIAL PERSONNEL?

Essential Personnel Lifestyle Services is a non-profit organisation that assists people with disabilities aged between 6 and 65 years.

Essential Personnel delivers individualised and flexible services to support participants to obtain and maintain employment and participate in community activities, as well as providing accommodation support and life skill development.

Essential Personnel can also assist with educational programs, support coordination and planning of supports, and management of funding for supports in a participant's plan.

Offices in Midland, Cannington, Armadale, Merredin, Northam and Moora provide services to clients in the Avon Valley, central Wheatbelt and Perth areas.

The service is governed by a Board of Management who are elected from the membership of the organisation each year at the Annual General Meeting. Members of Essential Personnel are people who wish to further the objectives and interests of the association.




ORGANISATIONAL PURPOSE

Supporting people to achieve their goals by putting their abilities first.

OUR VISION

To create futures and change lives.

OUR VALUES

-  Choice
-  Equality
-  Inclusion

AIM AND OBJECTIVE OF ESSENTIAL PERSONNEL LIFESTYLE SERVICES

To provide support and services of independence and social and economic participation of people with disability which is reasonable and necessary.

YOUR JOURNEY WITH US

STEPS TO BEGINNING YOUR JOURNEY WITH US

Step 1

We contact with you within 48 hours of your initial inquiry to have a brief conversation to gain a better understanding of what kinds of supports and services you are looking for.

Step 2

The coordinator will arrange registration to be completed and will gather the information required to support you in a way that meets your needs.

Step 3

Completion and signing of the Service Agreement and Consent form.

Step 4

Meet and greet with staff where you will be introduced to the staff who will be working with you (this does not apply to Coordination of Support services).

Step 5

Service begins, and your journey starts with us!



STEPS TO CONTINUING YOUR JOURNEY WITH US

4 - 6 Week Review

The coordinator will contact you to see how things are going.

7 Month Review

The coordinator will contact you to see how things are going, discuss any incidents and complaints that may have happened and gather any general feedback you would like to share with us.

10 Month Review

The coordinator will contact you to see how things are going, discuss any incidents and complaints that may have happened and gather any general feedback you would like to share with us. This meeting will be an opportunity to discuss your upcoming NDIS plan review and see if you need any assistance.

12 Month Review

Sign a new service agreement based on the new NDIS plan and consent forms.



OUR SERVICES

LIFESTYLE SERVICES

Our trained staff will assist you in meeting your day to day needs which could include helping you explore and participate in new and existing activities that you like, help you with personal care, shopping, cleaning or learning new skills. It could also include pursuing your recreational, educational, volunteering and employment goals.

ACCOMMODATION

Trained staff will help you to enjoy a short break at our accommodation services in Northam or Merredin. We can also help you to work on developing your daily living skills if you are working towards improving your independence.





COORDINATION OF SUPPORT

Trained staff will help you to bring your NDIS plan to life by working with you to find the right services and supports to suit your needs.

DISABILITY EMPLOYMENT SERVICES

Trained staff will help you find and keep a job if your goal is to find open employment.

PROPERTY CARE

Our Property Care service provides support to customers in garden maintenance in and around Northam as well as providing a service to the community.



ROLE OF THE CUSTOMER

Participants of Essential Personnel Lifestyle Services have a responsibility to:

- 🔗 Inform Essential Personnel about how they wish their supports to be delivered to meet their individual needs;
- 🔗 Treat Essential Personnel members and employees with courtesy and respect;
- 🔗 Communicate to an Essential Personnel Coordinator if they have any concerns about the supports being provided to them;
- 🔗 Allow Essential Personnel to conduct an Environmental Risk Assessment on their home to ensure that it is a safe working environment;
- 🔗 Maintain a safe work environment (home), free from harm including free from illegal activities and associated equipment while Essential Personnel are working;
- 🔗 Refrain from being under the influence of drugs and/or alcohol while receiving services from Essential Personnel;
- 🔗 Provide Essential Personnel a minimum of 48 hours' notice if the Individual cannot attend a scheduled appointment, and if the notice is not provided within such time, acknowledges that Essential Personnel's cancellation policy will apply;
- 🔗 Let Essential Personnel know immediately if the Individual's plan is suspended or replaced by a new plan or the Individual stops being an individual with the funding body;
- 🔗 Attend appointments with Essential Personnel and other agencies and attend on time. If unable to attend an appointment, it is an Individual's duty to contact and advise the person you were to see to tell them you unable come; and
- 🔗 Let Essential Personnel know if you no longer require their service(s).

ROLE OF ESSENTIAL PERSONNEL

- 🕒 Review the provision of supports at 4-6 weeks and again at 7, 10 and 12 months;
- 🕒 Once agreed, provide supports that meet the Individual's needs at the Individual's preferred times;
- 🕒 Communicate openly and honestly in a timely manner;
- 🕒 Treat the Individual with courtesy and respect;
- 🕒 Consult the Individual on decisions about how supports are provided;
- 🕒 Give the Individual information about managing any complaints or disagreements and details of Essential Personnel's cancellation Policy;
- 🕒 Listen to the Individual's feedback and resolve problems quickly;
- 🕒 Provide the Individual with a minimum of 48 hours' notice if Essential Personnel need to change a scheduled appointment. Essential Personnel will provide a substitute support person if the existing support person is not available, or Essential Personnel will provide the Individual with the option to reschedule the support or cancel support appointments in their entirety for that week;
- 🕒 Protect the Individual's privacy and confidential information;
- 🕒 Provide supports in a manner consistent with all the relevant laws, including with Australian Consumer Law;
- 🕒 Keep accurate records on the supports provided to the Individual and monitor, adapt and review services and plans at minimum every twelve (12) months in line with funding body reporting requirements; and
- 🕒 Report to funding body on the progress and outcomes of the Individual Plan.



POSSESSIONS

It is your right to have your possessions kept safe and secure. If during support you feel that your possessions are being compromised, please let us know.

While our staff will be mindful of helping you look after your things, if something goes missing, we cannot compensate you as your belongings are not insured by Essential Personnel.

If support involves assisting you with managing your finances such as assisting with personal banking or making cash purchases, we will clearly document what this will look like and ask you to sign a consent form.

Staff will make sure all receipts of items purchased on behalf of you are recorded as proof of purchase. If you require staff to assist you with transactions in and out of your savings account, a record of all these transactions will be entered into our computer system.

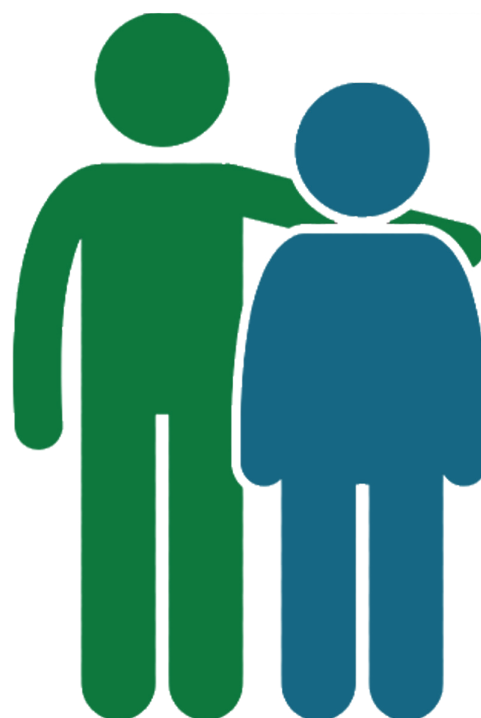
Cash funds and bank books should be held by you the customer, where possible. Where this is not possible, they will be stored in a secure place by the coordinator of Essential Personnel.

ADVOCACY

An advocate is an independent person who can advise you and offer you support in communicating your needs and making sure your rights are upheld.

Essential Personnel is not an advocacy service however we welcome their involvement with you and can assist you in finding a professional advocate if you ask us to.

Links to advocacy organisations have been provided on page 61 at the end of this booklet.



PRACTICE STANDARDS

Essential Personnel is registered to provide services to NDIS participants. In order to maintain that registration, we need to comply with NDIS Practice Standards.

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe supports and services to NDIS participants.

By being aware of these standards as well as the NDIS Code of Conduct will help you understand what quality service provision you should expect from Essential Personnel.

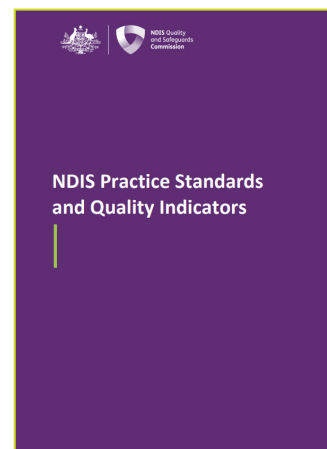
The NDIS Practice Standards consist of a core module and several supplementary modules that apply depending on the types of supports and services you receive.

Below are the Practice Standards that apply to Essential Personnel Services:

- 🌀 rights and responsibility for participants;
- 🌀 governance and operational management;
- 🌀 the provision of supports;
- 🌀 the support provision environment; and
- 🌀 specialised support coordination.

Each module has a series of high-level, participant-focused outcomes and for each outcome there are quality indicators that auditors will use to assess a provider's compliance with the Practice Standards.

You can find more information about this by visiting www.ndiscommission.gov.au.





PAYMENT OF SERVICES

How you pay for your services depends on type of services you are accessing from us. Generally, members who have an NDIS plan use their funds in their plan to pay for services.

Occasionally the cost of services is covered by other means such as personal or compensation funds. When you use your personal funds to pay for services, we call it 'fee for service' and the cost will be directly invoiced to you.

For most people the following apply:

- 👉 Your NDIS plan supplies funding to cover your support/services such as staffing costs.
- 👉 We collect a payment from your NDIS plan after providing the service to you.

This can occur in three ways:

- 👉 If your plan is NDIS managed, we will invoice the NDIS directly.
- 👉 If your plan is managed by a Plan Manager, we will invoice them directly.
- 👉 If you are self-managing your funding, we will invoice you directly.

You can check transactions and the balance of your NDIS plan funds by logging into your MyGov account at www.my.gov.au.

Any additional costs not covered in the NDIS plan are your responsibility. Some examples are:

- 👉 Cost of transport if you do not receive transport funding as part of your NDIS plan;
- 👉 Cost of transport that exceeds your transport funding;
- 👉 Cost of activities; and
- 👉 Cost of food and drink.

Invoices can be paid via electronic transfer to the following account:

Account Name:	Essential Personnel
BSB:	306 028
Account Number:	0220286



A woman with dark hair, wearing a white sleeveless dress with a decorative neckline, stands in front of a vibrant mural. The mural depicts two children: one on the left in a blue outfit holding a teddy bear, and one on the right in an orange dress also holding a teddy bear. The background of the mural is blue with yellow roses and green vines. The text 'NDIS CODE OF CONDUCT' is overlaid in white on the left side of the image.

NDIS CODE OF CONDUCT

The NDIS Code of Conduct requires workers and providers who deliver NDIS support to:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions;
- respect the privacy of people with disability;
- provide supports and services in a safe and competent manner with care and skill;
- act with integrity, honesty, and transparency;
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

OUR POLICIES

In line with the National Standards for Disability Services, Essential Personnel operates under a suite of policies which ensure that the services and support we provide upholds an individual's right to respect, fair treatment and autonomy in the choices that you make in relation to your support services, in an environment free from discrimination, abuse and neglect.

The following policies are a summary extract of our main policies which outline the rights and responsibilities of Essential Personnel customers, their families/carers, staff, visitors, contractors and volunteers. The staff of Essential Personnel understand it is their responsibility to work within our organisational policies and it is our duty to help you understand what these policies mean and how they apply to you.

You may wish to ask a friend or family member or nominate an advocate to read this booklet to you, to help you understand its contents and assist with any questions that you may have.

For a full copy of any of the following policies, please contact your coordinator or contact us on Freecall 1800 875 432.





STANDARD 1 | RIGHTS

RIGHTS POLICY

Essential Personnel is committed to ensuring the rights of people with a disability are respected and upheld at all times and believes each Individual (including child, young person and adult) with a disability has rights and should have them respected at all times.

Essential Personnel is committed to upholding each Individual's legal and human rights in all aspects of receiving a service and will act to promote and protect these rights.

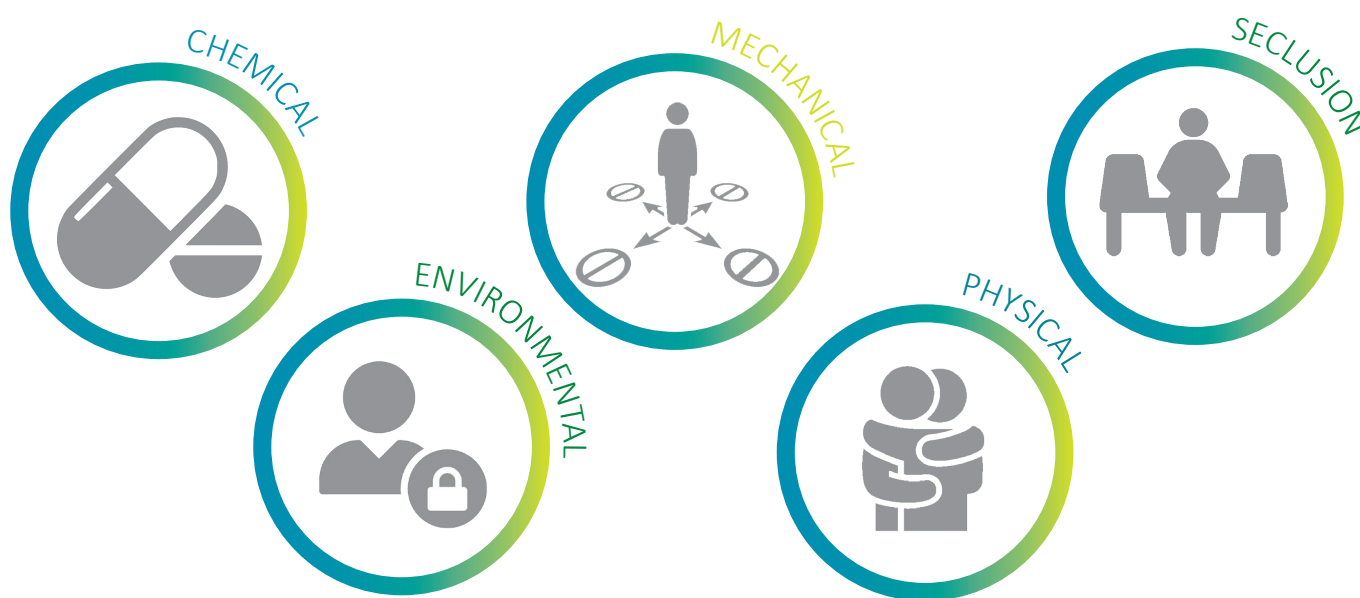
- All people have the right to respect for their human worth and dignity;
- All people have the right to be free from discrimination, abuse or neglect and receive services which respect and promote their legal and human rights;
- All people have the right to full participation in society equal to all other people, according to their individual and cultural needs and preferences;
- All people have the right to make their own decisions on the way they live their life;
- All people should be able to access information on their rights and be supported to exercise these rights;
- All people have the right to receive services which maintain the privacy of their personal information in line with relevant legislation; and
- Equality between men and women.



 This is a summarised extract. For more information please speak to your coordinator.

ELIMINATING RESTRICTIVE PRACTICES POLICY

Restrictive practices involve the use of actions, methods and interventions that restrict the rights or freedom of movement of a person with a disability. These restraints could be chemical (medication), mechanical, environmental, physical or seclusion.



People with a disability who present 'challenging behaviour' or 'behaviours of concern' may be subject to restrictive practices within the community and disability organisations. It is Essential Personnel's policy to reduce or eliminate the use of restrictive practices whilst safeguarding the rights and safety of its customer.

Prohibited Practices that Essential Personnel **will not use** as they constitute a breach of a person's human rights include:

- Aversion: painful or unpleasant physical or sensory stimuli in an attempt to reduce undesired behaviour.
- Exclusion: deliberately ignoring or preventing a person from participating in an activity or decision.
- Overcorrection: the disproportionate response to an event which requires a person to do more than what is necessary to return a situation to its original condition before the event.
- Denial of key needs: denial of access to essential needs such as food, water or shelter.

Essential Personnel endeavours to reduce and eliminate restrictive practices where it is safe. Where unavoidable the use of restrictive practices will be:

- The least restrictive option used for the least amount of time possible;
- Used only as a last resort;
- Used only to prevent harm to the customer and others;
- In proportion to the potential negative consequence or risk of harm; and
- Authorised and consented to by the customer or guardian, reviewed and monitored.

Restrictive practices **will not** be used:

- As a punishment; or
- For the convenience of the worker.

Unacceptable restrictive practices which will Essential Personnel **will not** use:



 This is a summarised extract. For more information please speak to your coordinator.



INCIDENT MANAGEMENT POLICY

Essential Personnel is committed to the wellbeing of customers accessing its services and recognises its responsibility to manage, report and investigate incidents and reportable incidents.

For the purposes of this policy an Incident means one or more of the following:

- Incidents that occur when a customer is in receipt of service;
- A person becomes lost, suffers an injury or other harm which does not qualify as a serious incident; and
- The person has posed a risk to the health, safety or welfare of themselves or others which does not qualify as a serious incident.

For the purposes of this policy a Reportable Incident means one or more of the following:

- The death of a person with a disability;
- Serious injury of a person with disability;
- Abuse or neglect of a person with disability;
- Unlawful sexual and physical contact with, or assault of, a person with a disability;
- Sexual misconduct committed against, or in presence of a person with disability, including grooming of the person for sexual activity; and
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation of a state and territory in relation to the person or a behaviour support plan for the person.

 *This is a summarised extract. For more information please speak to your coordinator.*





PRIVACY POLICY STATEMENT

Essential Personnel respects your privacy and is bound by the National Privacy Principles in the Privacy Amendment (Private Sector) Act 2000 when handling and storing your information.

Personal Information is defined as information or opinion that other people could use to identify you. It includes things like your name, date of birth, address and phone number.

COLLECTION



We collect personal information...

STORAGE



and store it securely...

SERVICE DELIVERY



to enable us to provide our services.

REQUEST



Customers can request access to their personal information.

COMPLAINT



Customers can lodge a complaint if they have concerns relating to their personal information.

 This is a summarised extract. For more information please speak to your coordinator.



PRIVACY, DIGNITY AND CONFIDENTIALITY POLICY

Essential Personnel is committed to protecting the Privacy, Dignity and Confidentiality of prospective, current and past users of its services.

- Essential Personnel will ensure information about customers is kept confidential, unless consented to or falls under a duty of care to disclosure.
- Essential Personnel will only collect information about a customer that is directly related to effective service delivery and its duty of care responsibilities.
- Essential Personnel may need to collect personal and sensitive information about a customer (e.g. race or ethnic origin, religious beliefs or affiliations, criminal record or health information etc).

Personal information is collected so that Essential Personnel may:

- Secure and maintain goals for people with a disability;
- Provide customers with a service based on their expressed individual goals and needs; and
- Fulfil obligations to the funding body and other associated government departments and organisations.

 *This is a summarised extract. For more information please speak to your coordinator.*



We will protect the privacy of personal and sensitive information...

store personal information securely and keep it confidential...



and treat customers with dignity and respect.



Customers can request access to their personal and sensitive information.

We will seek written consent of the individual or guardian prior to releasing personal information to another source.



Customers can lodge a complaint if they have concerns relating to personal information.



PROTECTION OF HUMAN RIGHTS & FREEDOM FROM ABUSE POLICY

Essential Personnel believes that every customer has a right to feel safe and well and is committed to upholding customer rights by taking practical steps to prevent abuse and neglect.

Abuse is to harm or hurt someone in some way or to have no regard for their human or civil rights.

Neglect is to cause someone harm by not providing the things that they need (e.g. food, shelter, clothing, medical treatment).

Essential Personnel undertakes steps to protect you from abuse and to ensure that your legal and human rights are upheld by:

- Dealing promptly with all allegations of abuse whether made against staff of Essential Personnel or others.
- When securing employment, activities, accommodation, work experience or training for a customer, Essential Personnel will take practical steps to ensure that the participant's legal and human rights will be upheld.
- Referring any allegations of abuse that might suggest criminal behaviour to the police.
- Referring customers, with their consent, to a suitable service for assistance or counselling when an allegation of abuse is made.

What to do if you experience abuse or neglect:

- If you believe you have been badly treated by a staff member of Essential Personnel you should tell the Manager.
- If you believe you have been treated badly by someone else, tell your coordinator who will help you take the necessary steps.
- You may also ask for help from the National Disability Abuse and Neglect Hotline.

The National Disability Abuse and Neglect Hotline is funded by the Commonwealth Government to deal with complaints of abuse and neglect made against any government run or funded disability services. You can call the Hotline yourself or have someone you trust call for you. You do not have to tell your name to the Hotline if you do not want to and they will keep your story private.

Phone: 1800 880 052 or TTY (for those hearing impaired) 1800 301 130



We will uphold an Individual's legal and human rights



We will uphold our duty of care



We will report claims of criminal abuse to the authorities

 This is a summarised extract. For more information please speak to your coordinator.



STANDARD 2 | PARTICIPATION AND INCLUSION

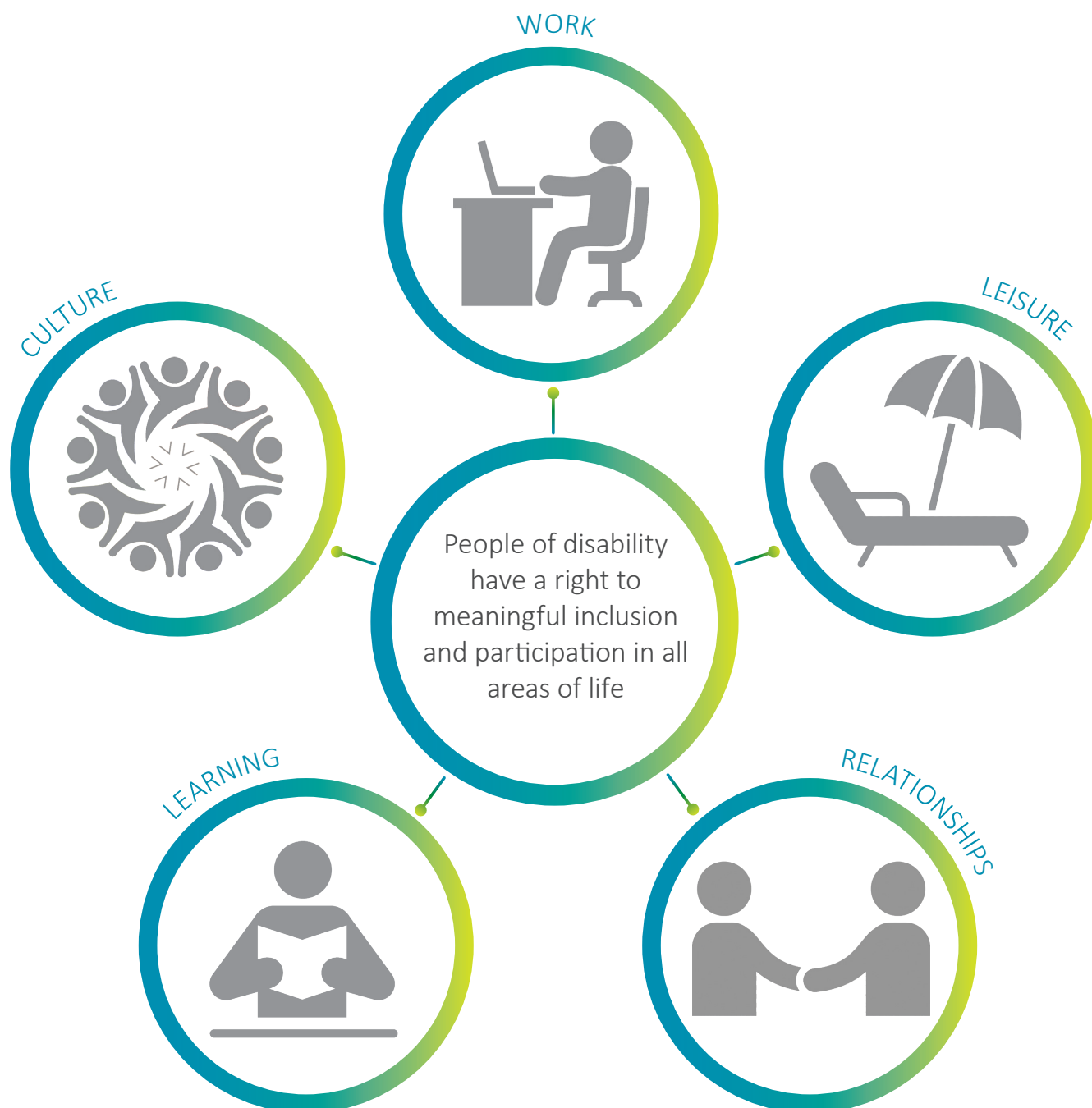
PARTICIPATION AND INCLUSION POLICY

Essential Personnel recognises the rights of people with a disability to have meaningful inclusion in the community and encourages and supports customers to actively participate in their community in the way they choose.

Essential Personnel recognises that:

- Each customer is unique and has their own interests and skills;
- People with disability have a right to meaningful inclusion in a community as all people do including the areas of work, leisure, learning and relationships;
- People with disability have the right to be decision makers on how and with whom they will connect with in their chosen community;
- Essential Personnel has joint responsibility to support customers and their community to find ways to increase opportunities for inclusion and meaningful participation;
- The wider community and people with disability will benefit when people with disability contribute and are actively included; and
- Carers have a right to participate in their chosen communities in a way that meets their own interests and needs beyond their caring role.

 *This is a summarised extract. For more information please speak to your coordinator.*





MONEY MANAGEMENT FOR CUSTOMERS REQUIRING ASSISTANCE POLICY

Essential Personnel encourages customers to manage their own money and staff will only offer assistance where it is requested by the customer or guardian.

- A consent form will be obtained from the customer.
- Information about requested support with money handling will be clearly documented within the customer support information.
- Where staff are required to assist a customer with purchases, staff will obtain receipts and record it as evidence of purchase.
- Staff may assist customers with transactions into and out of their saving accounts which will be done with a witness present where possible.
- Customer bank books should be held by the customer. Where this is not possible, they will be stored in a secure location by the Program Coordinator of Essential Personnel.
- Staff are unable to provide investment or financial advice to a customer or witness legal documents on behalf of the customer.

 *This is a summarised extract. For more information please speak to your coordinator.*

SUPPORT



We will support customers in managing their own financial affairs

ASSISTANCE



If requested, we will assist Customers in managing their financial affairs

INDEPENDENCE



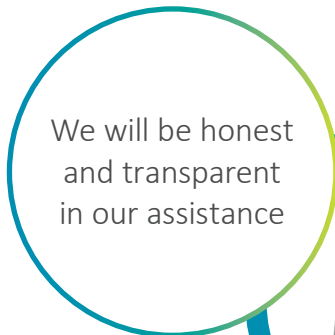
We will encourage and support customers in making independent financial choices

SECURITY



We will assist in keeping customer funds secure

HONESTY



We will be honest and transparent in our assistance



STANDARD 3 | INDIVIDUAL OUTCOMES

INDIVIDUAL OUTCOMES POLICY

Essential Personnel is committed to ensuring that all customers of the organisation:

- Are supported in developing skills to secure and maintain employment;
- Are supported in making their own decisions that affect them; and
- Receive services that are designed with their input to specifically meet their needs, preferences and promote participation in the community.

Essential Personnel provide this through:

- Flexible and responsible services; and
- Understanding a customer's broader family, cultural and religious networks.

This includes:

- On the job support;
- Assistance with accessing appropriate training to achieve personal and employment goals; and
- Flexible employment options including job vacancies, job creation, job restructuring, job sharing and supported wage arrangement.

Customers accessing Essential Personnel Lifestyle Services:

- Have the opportunity to establish supports and services based on their goals;
- Have the right to choose who will be involved in planning services and where the planning will take place;
- Will discuss a wide range of participation activities and independent living skills training when developing and reviewing plans, goals and Service Agreements; and
- All individuals including children have a right to have their opinions heard and in the instance of developing goals, should have a say in what is important to them.

 *This is a summarised extract. For more information please speak to your coordinator.*





STANDARD 4 | FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS POLICY

Essential Personnel encourages its customers to provide feedback - whether that be a complaint, compliment or suggestion - and can do so confidently without fear of retribution.

Customer feedback is crucial in improving services and delivering a high-quality service. Feedback and complaints can be provided verbally, via Essential Personnel's website or email and Essential Personnel staff will contact the customer within 24 hours following the complaint to acknowledge their complaint.

- Staff will work with the customer and/or guardian to achieve resolution.
- If a customer is unsatisfied with the resolution offered by Essential Personnel, the customer can contact the NDIS Commission on 1800 035 544 or visit www.ndiscommission.gov.au/about/complaints.

Essential Personnel continually reviews feedback and complaints from customers to inform service improvements.

 *This is a summarised extract. For more information please speak to your coordinator.*



Feedback (both positive and negative) is encouraged...

because it gives us opportunity to reflect on and examine our performance...



and make continual improvements to our services and systems.



STANDARD 5 | SERVICE ACCESS

SERVICE ACCESS POLICY

The purpose of this policy is to specify standards and procedures which ensures access to Essential Personnel services is clear, transparent and non-discriminatory, so that all people are treated equitably and fairly.

Any person is eligible to receive a service from Essential Personnel if they fall within the target group and meet the eligibility criteria.

Essential Personnel:

- believes all people have the right to be treated equitably and fairly in gaining access to services;
- will ensure our documentation, including registration forms, are inclusive and non-discriminatory;
- provide services in a flexible and responsive way to meet each customer's individual needs and goals;
- will work with and refer to other community services or organisations to meet the multiple needs of customers; and
- provide supports that meet the individual's needs at the Individual's preferred times.

Prospective Disability Employment Services Customers must:

- Be deemed eligible for services under the criteria set by Centrelink and the funding body;
- Be assessed to be in need of the specialist services of the agency in order to secure and maintain open employment;
- Be motivated to work in open employment for a minimum of 8 hours per week;
- Be willing to participate in fortnightly meetings in job search activities if a job seeker;
- Have the support of significant others in their life in pursuing a career in open employment; and
- Understand there are certain circumstances where the agency may choose to suspend or terminate its services as laid out in the Exit Policy.

Prospective Lifestyle customers must:

- Be willing to participate in activities and strategies they have agreed to in their Service Agreement with Essential Personnel;
- Have the support of significant others in their life in pursuing individual goals. In the absence of informal supports, customer will be encouraged to engage advocacy services; and
- Understand there are certain circumstances where the Essential Personnel may choose to refuse, suspend, cancel or terminate services.



 This is a summarised extract. For more information please speak to your coordinator.



SERVICE CANCELLATION POLICY

The cancellation or no show of customers to scheduled services and/or supports has a negative impact on the delivery of services and supports to all Essential Personnel customers.

Customers are required to be aware of what happens if they cancel or do not show up for scheduled services and/or supports.

This policy has been set in line with NDIS rules and cancellations and no shows under the following circumstances will be addressed and charged as follows:

A cancellation is considered a short notice cancellation if the customer:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when Essential Personnel is travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions;
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other supports.

Where Essential Personnel has a Short Notice Cancellation (or no show), Essential Personnel will be able to claim 100% of the agreed fee associated with the activity from the customer's plan, subject to this NDIS Pricing Arrangements and Price Limits, the terms of the service agreement with the customer, and where Essential Personnel was unable to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

 *This is a summarised extract. For more information please speak to your coordinator.*



If customers cannot attend or need to cancel scheduled services and/or support...



they must provide the required notice...



to avoid forfeiture of hours of service.



SERVICE EXIT POLICY

The purpose of this policy is to set out the circumstances under which people who are registered with Essential Personnel will have services from the agency terminated. Participants may be de-registered from Essential Personnel either through their own choice or through the decision of Essential Personnel staff, or a funding body.

Circumstances that may lead to de-registration are as follows:

- The customer moves outside the Essential Personnel service area and due to distance, a service cannot be delivered.
- The customer decides he/she no longer wants the assistance of Essential Personnel as he/she does not require the support of the agency for their daily life or to gain and maintain employment.
- A change in the customers circumstances which result in the agency being unable to continue to provide a service. This may include different goals and outcomes not provided by Essential Personnel, poor health or imprisonment.
- The customer does not contact Essential Personnel for one (1) month.
- The customer repeatedly demonstrates a lack of motivation and is a voluntary customer.
- The customer does not carry out the actions that they have agreed to do in the customer or job plan and is a voluntary customer.
- The customer behaves in a manner which threatens or endangers staff, co-workers or other customers.
- The customer behaves in a manner that may bring disrepute to the agency.
- The funding body instructs Essential Personnel to exit the customer.
- If the customer is not able to exit the service due to their activity test requirements Essential Personnel will discuss transfer options to allow the customer to move to another service.

 *This is a summarised extract. For more information please speak to your coordinator.*



Customers may need to
be de-registered from
Essential Personnel Services
either...

CHOICE



via their own choice or
actions.

OR

CIRCUMSTANCE



via external
circumstances.



STANDARD 6 | SERVICE MANAGEMENT

SERVICE MANAGEMENT POLICY

Essential Personnel's governance framework meets relevant legislation requirements to ethically govern its financial and human resources to maximise quality outcomes for people with a disability, their families and carers.

Essential Personnel's quality management system drives and directs continuous quality improvement across the organisation.



 This is a summarised extract. For more information please speak to your coordinator.

HOME VISITS POLICY

Essential Personnel undertakes home visits when necessary to ensure services are accessible to customers and provided in a flexible and responsive way to meet individual needs and goals.

Home visits may be provided where a customer is unable to leave their home, for meetings, or to assist with domestic duties, skills development, or collecting a customer for services or meetings.



 This is a summarised extract. For more information please speak to your coordinator.



EVACUATION OF A PREMISES POLICY

This policy aims to provide a controlled working environment that protects the health safety and welfare of employees, customers and visitors to Essential Personnel Services and has been developed in line with Work Health and Safety regulations and applies to all Essential Personnel programs and services.

In the event of a Fire Alarm:

- Please follow all instructions given by Essential Personnel staff who will be following the Evacuation Procedure; and
- **Stay calm** and follow Essential Personnel staff to the Emergency Assembly Area. While at the Emergency Assembly Area a 'Roll Call' will be completed by the Assistant Nominated Person/Nominated staff.

Staff will:

- Conduct a thorough check of all areas (including toilets) for remaining staff, customers, contractors and visitors;
- Ensure fire/smoke doors are closed;
- Meet Emergency Services on arrival and advise them of people not accounted for; and
- A First Aid Officer will provide First Aid as required.

No staff, customer, visitor or contractor is permitted to re-enter the building until notified it is safe to do so by the authorities.

 *This is a summarised extract. For more information please speak to your coordinator.*



In the event of a fire alarm...



please listen to Essential Personnel staff instructions...



move quickly and carefully to the nearest fire exit...



and gather at the Emergency Assembly Area...



until Emergency Services advise it is safe to leave.



MEDICATION HANDLING AND ADMINISTRATION POLICY

Essential Personnel will ensure employees are properly informed and adequately protected to facilitate safe practices when administering medications, or supporting customers to take their medications if they are unable to do so themselves. After completing training and being authorised to do so, Support Workers may assist with administration of Category Two medication:

- Any medication in a Webster Pak;
- Inhalants that are in metered doses that have been dispensed by a pharmacist;
- Patches, wafers, lozenges and effervescent, if the Medication Consent Form is completed and followed;
- Drops (eye, ear, nose) and sprays if the Medication Consent Form is completed and followed; and
- Topical preparations (creams/lotions) if the Medication Consent Form is completed and followed.

No staff member is to administer medication unless they have been trained and the Medication Handling and Administration Procedure should be followed at all times.

 *This is a summarised extract. For more information please speak to your coordinator.*

Trained, authorised Support Staff can assist with administering Category Two medication.



Medication must be correctly labelled, in the correct packaging and in a secure location.

We will follow procedure to ensure medication is administered safely and correctly.

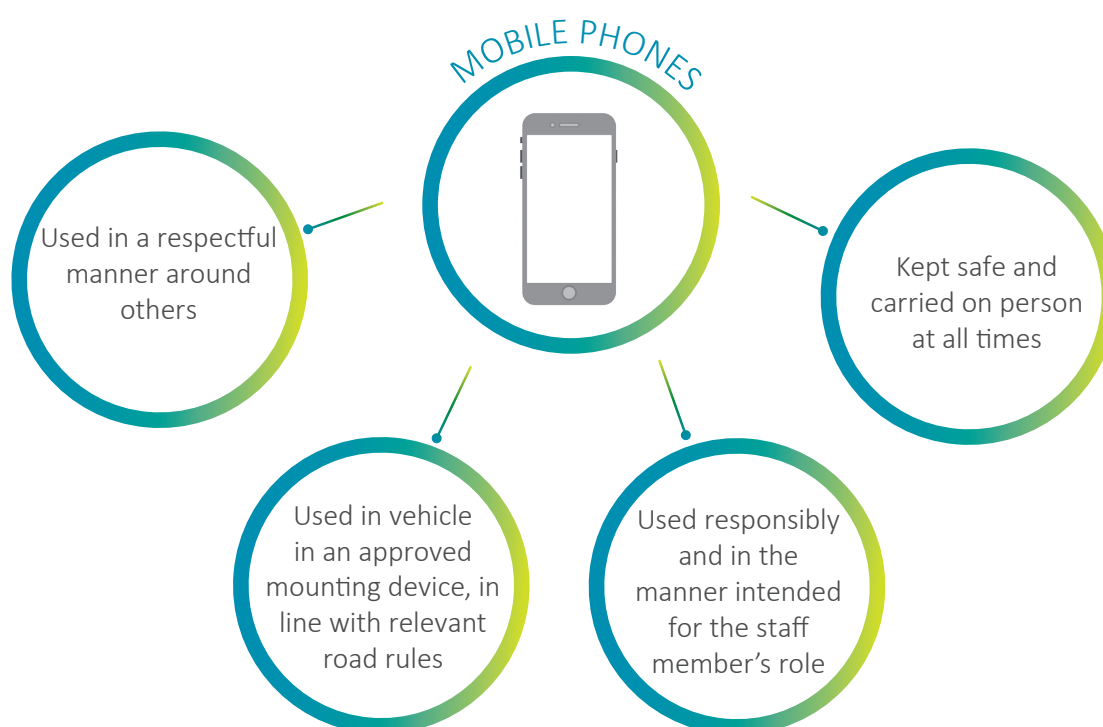


MOBILE PHONE POLICY

Essential Personnel staff may use their mobile phone during support delivery so long as mobile phone use is respectful and does not interrupt provision of services.

- Personal mobile phone use should only occur at limited times and not during work hours. Staff should not use a personal mobile phone while supporting a customer, unless the use is directly related to their work, services or supports. We recognise there are times where personal mobile use may be necessary such as for children/school contacts and for emergencies.
- Personal phone calls, whether on an Essential Personnel provided phone or personal phone, should only be made and taken outside of working hours or during break times. Any specific rules or exceptions to this are at the discretion of the Line Manager.

If you experience staff using phone outside of the above guideline or you feel that it is interrupting your service, please provide feedback to an Essential Personnel staff member or your Program Coordinator.

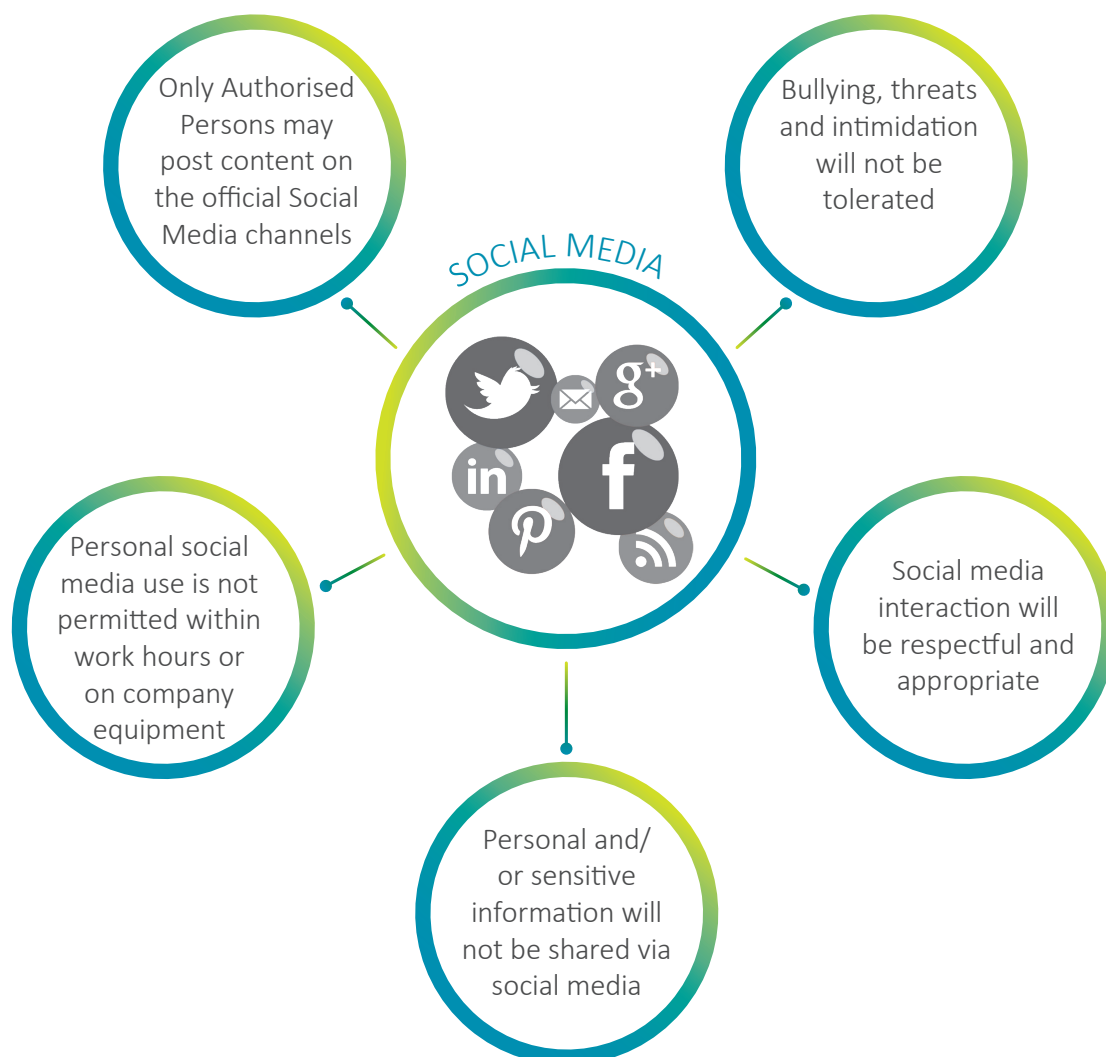


 This is a summarised extract. For more information please speak to your coordinator.

SOCIAL MEDIA POLICY

It is Essential Personnel's policy that all information shared on social media is at all times respectful and appropriate and all employees are aware of limitations in their roles and responsibilities.

Comments published via social media platforms are public statements and should be made by an authorised spokesperson in the same way that comments are made in any public forum or to the media.



 This is a summarised extract. For more information please speak to your coordinator.



RISK MANAGEMENT POLICY

Essential Personnel is committed to ensuring the safety of its staff and its customers. One of the ways this is achieved is through assessing and eliminating or controlling various risks that exist in the workplace.

- All staff responsible must complete Risk Analysis training so as to be comfortable preparing the various risk assessments required;
- Essential Personnel management and staff must maintain a duty of care to customers at all times;
- Staff should have access to emergency contact information for customers and Essential Personnel at all times;
- It is the duty of care of employees to report any hazards so that appropriate mitigation measures can be made;
- Consideration must be given to Essential Personnel Occupational Health and Safety guidelines at all times;
- Essential Personnel Staff have the right to refuse any tasks if it makes them feel unsafe or at risk;
- Customers have the right to identify and report hazards and risks; and
- The organisation will have a Risk Committee who will meet at least bi-monthly.

Risk is rated in terms of:

- Likelihood of an adverse event occurring; and
- The impact (or consequences) of the adverse event occurring.

 *This is a summarised extract. For more information please speak to your coordinator.*



STAFF RECRUITMENT POLICY

Essential Personnel is committed to attracting and retaining the best staff, who provide the highest quality of services to our customers through operating a fair, open and merit-based recruitment process.

- All staff are required to maintain clearances such as Police Clearance, Working with Children Check and NDIS worker Screening.
- All staff are appropriately trained to carry duties relevant to their role.
- All staff receive supervision from their manager.



 This is a summarised extract. For more information please speak to your coordinator.

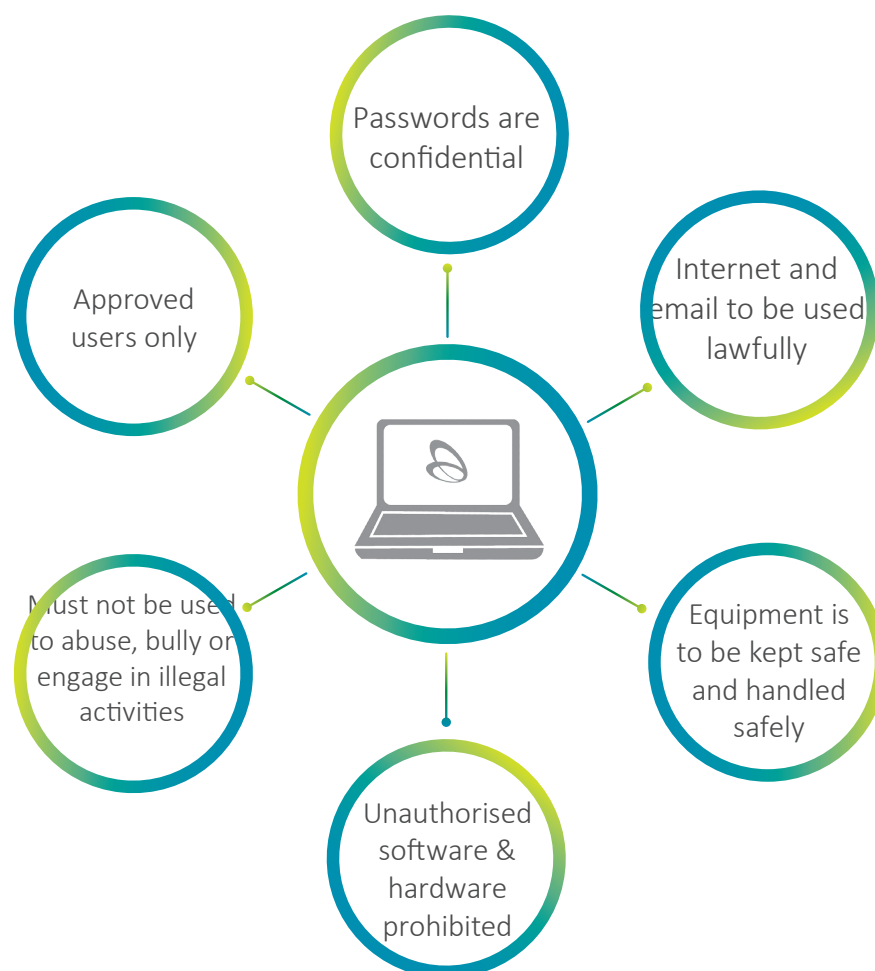
COMPUTER USE POLICY

Essential Personnel has rules regarding the use of computer and iPads on Essential Personnel premises which must be signed by all participants wishing to use any ICT equipment.

These rules are to ensure participants and staff are aware of, and understand what the computers and internet can be used for and the rules around this use.

All participants will be given a copy of the rules of use and must sign their acknowledgement before they can access devices or the internet.

Failure to comply with these rules will result in a ban from using the computers indefinitely or permanently.



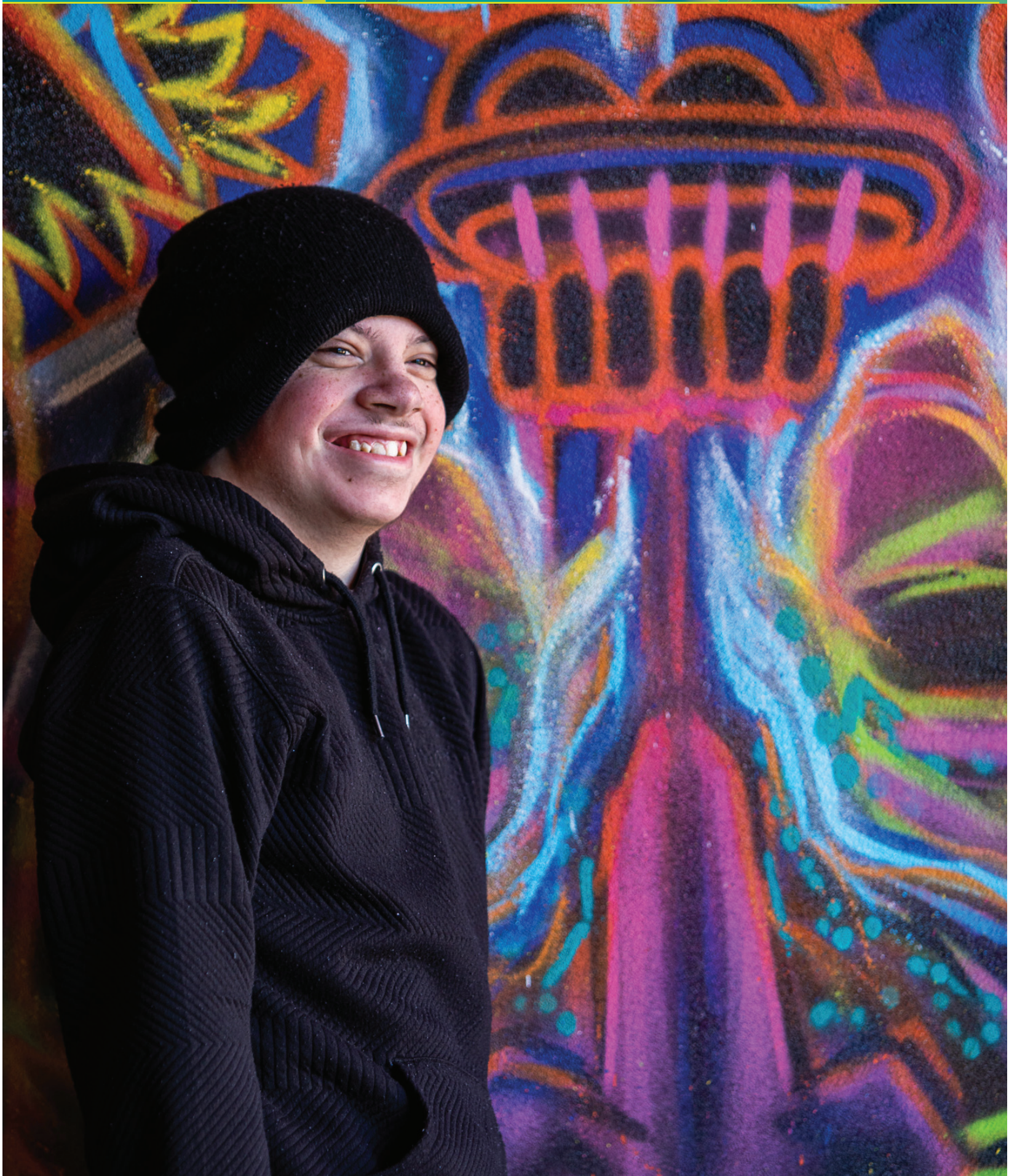
 This is a summarised extract. For more information please speak to your coordinator.

VEHICLE POLICY

Essential Personnel's vehicles are to be used effectively, efficiently and responsibly to ensure the safety of staff, customers and volunteers and ensure the proper maintenance of vehicles.



 This is a summarised extract. For more information please speak to your coordinator.



OUR LOCATIONS

DISABILITY EMPLOYMENT SERVICES

CORPORATE

Level 1, 21 Keane Street
Midland WA 6056
Phone: (08) 9250 1233
Freecall: 1800 875 432
Email: reception@essentialpersonnel.org.au

ARMADALE

1/42 Commerce Avenue
Armadale WA 6112
Phone: (08) 9393 1300
Email: leanne@essentialpersonnel.org.au

CANNINGTON

18 Burton Street
Cannington WA 6107
Phone: (08) 9356 3706
Email: leanne@essentialpersonnel.org.au

NORTHAM

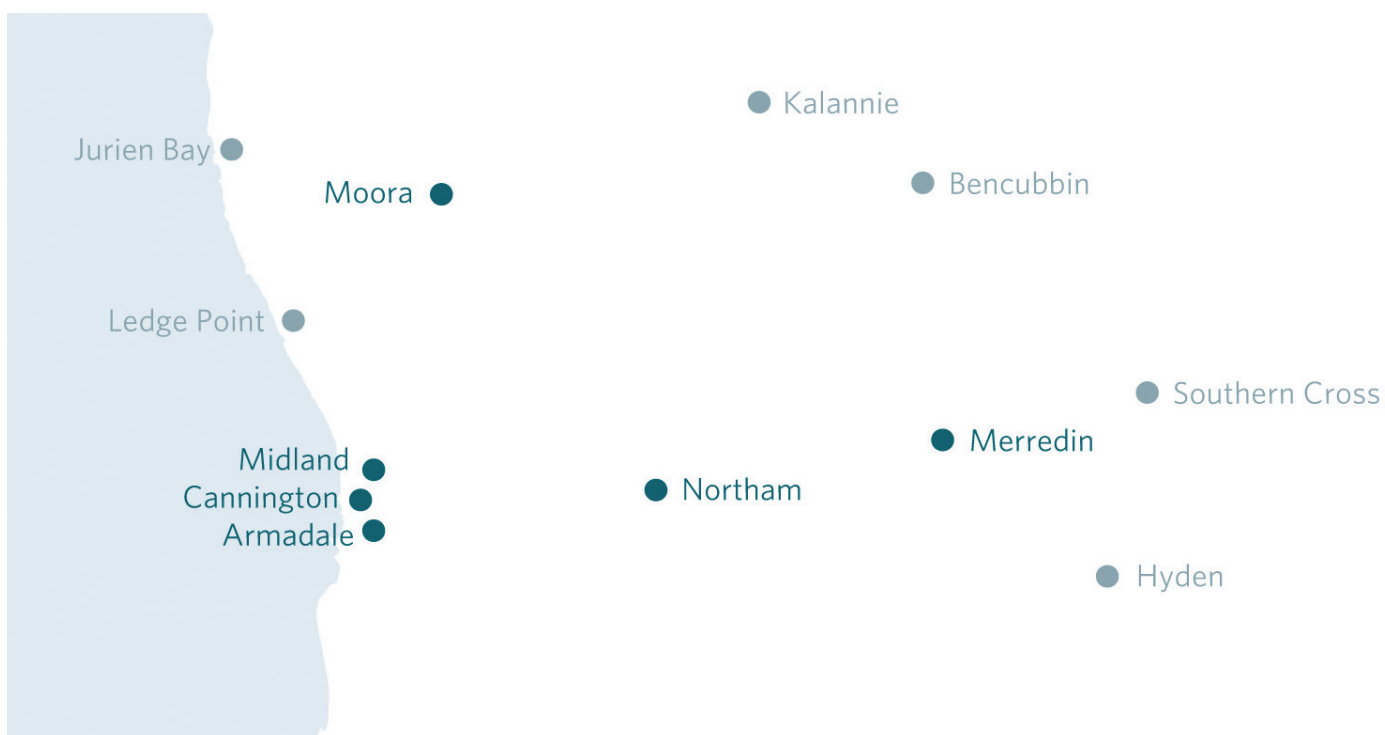
262 Fitzgerald Street
Northam WA 6401
Phone: (08) 9622 3476
Fax: (08) 9622 5975
Email: wendy@essentialpersonnel.org.au

MERREDIN

23 Bates Street
Merredin WA 6415
Phone: (08) 9041 4333
Email: reception@essentialpersonnel.org.au

MOORA

Unit 5/8 Lot 3 Dandaragan Street
Moora WA 6510
Phone: (08) 9653 1040
Fax: (08) 9651 1145
Email: teeny@essentialpersonnel.org.au



LIFESTYLE SERVICES

CORPORATE

Level 1, 21 Keane street
Midland WA 6056
Phone: (08) 9250 1233
Freecall: 1800 875 432
Email: reception@essentialpersonnel.org.au

CANNINGTON

18 Burton Street
Cannington WA 6107
Phone: (08) 9356 3706
Email: jacinta@essentialpersonnel.org.au

NORTHAM

53 Wellington Street
Northam WA 6401
Phone: (08) 9621 1150
Fax: (08) 9621 2738
Email: jacinta@essentialpersonnel.org.au

MERREDIN

14 Colin Street
Merredin WA 6415
Phone: (08) 9041 5686
Email: valerie@essentialpersonnel.org.au

MOORA

Unit 5/8 Lot 3 Dandaragan Street
Moora WA 6510
Phone: (08) 9653 1040
Fax: (08) 9651 1145
Email: valerie@essentialpersonnel.org.au

USEFUL LINKS

NDIS Quality and Safeguards Commission
www.ndiscommission.gov.au

Australian Human Rights Commission
www.humanrights.gov.au

Carers WA
www.carerswa.asn.au

Department of Human Services (Centrelink)
www.humanservices.gov.au

Department of Social Services
www.dss.gov.au

Department of Transport
Taxi Users Subsidy Scheme
www.transport.wa.gov.au/taxis

Disability Royal Commission
www.disability.royalcommission.gov.au

Health and Disability Services
Complaints Office
www.hadsco.wa.gov.au

NDIS
www.ndis.gov.au

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www.essentialpersonnel.org.au