

Charter of Expectations

Date: 25th July 2016

Amended 29th Dec 2016, Amended 21st March 2017, 24th April 2017



About this Charter of Expectations

Lighthouse Disability Ltd offers a range of services to people of different ages and with diverse disabilities.

We want to be clear with the client who receives our service, and the families who are closely involved, about how we will work with each of you to make our services the best that they can be.

Clients have rights and responsibilities and often families are key to how these are managed.

At the same time, Lighthouse Disability has obligations to you as well as expectations of you, and it is important that we give you information about these.

We want to use this Charter of Expectations as an opportunity to share with you how we want to provide our services, and clarify your part (client and family) in that.

Your rights (Client)

When Lighthouse Disability provides you with a service, you have a right to:

- Choice and control; It is your life, and we will talk to you about your needs, wants and preferences with the aim of tailoring our services accordingly. If there are things that we can't do, we will discuss these with you and explain why.
- Be treated with respect; you will be listened to, and provided with good information in a timely way. Your information will be confidential.
- Be safe; your wellbeing is important and your relationships with workers and others in Lighthouse Disability should be positive.
- A quality service; and we will work to accepted National Disability standards.
- Give feedback about our service and/or lodge a complaint; we aim to get it right, but if we don't, we want you to let us know. We also would like to know when we do something you value.
- Have support from trained workers who have passed recruitment and screening processes.
- Withdraw from Lighthouse Disability and seek a service elsewhere.

Your responsibilities (Client)

With rights, there are responsibilities. We need you to:

- Be part of an assessment process so that we can best respond to your individual needs and preferences, and to ensure that your needs and those of others already in the house are compatible. This will help us provide the best service for you and others.
- Give us up-to-date information about your needs and any changes so that we can be confident we can provide you with the services that you want and need.
- Treat our staff and other clients with respect.
- Understand that we can only provide services that you have contracted us to do.
- Comply with the law and Lighthouse Disability policies and procedures.
- Give permission to do a health and safety check of your home (if our service is going to be provided in your home) so that we can make sure that it is a safe environment for you and for our staff.

Families

Lighthouse Disability is aware of how important families are to clients. We therefore want to work in partnership with families and guardians to ensure the health, happiness and safety of your family member for whom a service is being sought.



If your family member is not able to give informed consent, we need to understand who has authority to make decisions for your family member.

Expectations of families:

- You will let us know what information you would like from us about your family member and how often.
- You will respect the needs of others living in the house with your family member.
- You will treat our staff with respect and courtesy.
- You will respect our requirement to comply with safe work practices to protect the wellbeing of your family member and staff (e.g. manual handling plans, non-restrictive practices, discrimination legislation).
- You will share information that will enable us to provide the best possible service to your family member.
- You will let us know if you are concerned about any aspect of our services.
- You will pay our fees on time.

Our obligations to you (person interested in our services and his/her family)

We will:

- Be transparent and accountable, and provide you with information as negotiated above, and let you know if we have any concerns about your family member (subject to consent from your family member where this is possible, and privacy laws).
- Undertake to provide a quality service and listen to any concerns that you may have with the intent of resolving them.
- Respect and encourage your involvement in the life of your family member and welcome your feedback about our services. We will make you welcome in the home of your family member, and invite you to Lighthouse Disability activities (picnics, breakfasts etc.).
- Be accountable and provide clear information about the services you are purchasing and the associated costs.
- Consult you about the qualities you are looking for in the staff working with you or your family member.
- Aim to provide a stable and consistent staff team who is known to the client.
- Ensure that you know who the key Lighthouse Disability contact is in relation to your family member.
- Keep you informed of any major changes to service delivery arrangements.
- Work in a collaborative way with others in your life.

Summary

It is important that the rights and responsibilities of all parties are clear and reviewed from time to time.

Any comments that you would care to make about this or any other aspect of the business of Lighthouse Disability will be much appreciated.