

## PROVIDING A QUALITY SERVICE

SER.PRIN 6

### COMMITMENT STATEMENT

#### INTENT

The intent of this statement is to ensure that Lifestyle Connections Association Inc. provides a quality service to people using the Service.

#### POLICY STATEMENTS

- Lifestyle Connections Association Inc. was founded on the belief that every person with a disability has the right to be a member of the community and lead a normal life (and be given support to attain this lifestyle) and should not be congregated or segregated because of his/her disability.
- Lifestyle Connections Association Inc. is a community based body administered by a Management Committee composed mainly of family members/advocates of people using the Service.
- The Service User will make lifestyle choices. The Service will provide support on a 1:1 ratio in the home and in generic community settings.
- While a staff member may support only one person at any one time, the person being supported may wish to attend the event with a friend. This would be quite a different situation from the Service wishing to combine the needs of the two people to attend an event for the convenience of the Service. This latter situation would be contrary to the philosophy of the Service. Each such request will be decided on the support needs of the people involved and circumstances surrounding the request.
- This support is negotiated between the Service User/Family Member/Advocate and the Service. The Support People direct their efforts towards increasing the independence of the Service User with the ultimate aim of complete independence for some people. It is recognized that some people may always need some support.
- The support is geared to individual need – **no more, no less.**
- Support Persons are chosen with consideration to age, gender, cultural background and interest in each individual case and care is taken to match people.
- It is the belief of Lifestyle Connections Association Inc. that the nature of personal care is best provided through gender matching.
- The Service User and/or Family Member/Advocate have full involvement in the selection of Support People.
- A staff member may be employed to support more than one person, but must adhere to the 1:1 ratio.
- Ongoing monitoring and evaluation will be done on an individual level, thus ensuring that the Service User and/or Family Member/Advocate are involved in the planning of their support and that the Service will be flexible enough to meet their needs.
- Timetable for support hours will be determined by individual need and the activity chosen by the Service User.
- Lifestyle Connections Association Inc. will make every effort to provide support as negotiated. Where there is an emergency situation or extra support is requested and the Service cannot identify available and suitable support staff, the Service User, family/advocate will be advised so that alternative arrangements can be made.

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**AMENDMENTS/REVIEWS:** Reviewed: 21/06/1995 Amended: 21/01/1998 Reviewed: 21/04/1999 Amended: 18/01/2007 Amended: 16/09/2008 Amended: 20/01/2011 Amended: 17/01/2013 Amended: 17/02/2015 Amended: 26/05/2016