

# 025 – CUSTOMER SERVICE POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>025 – CUSTOMER SERVICE POLICY</b>		
<b>VERSION:</b>	003	<b>DATE EFFECTIVE:</b>	01/03/2013
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	26/09/2022

## PURPOSE

ARC Disability Services (ARC) will protect the rights of participants at all times and ensure participant's needs are fully supported within the resources available to the Organisation. ARC promises to promote a positive image of people with a disability both from within the perspective of the service and the community as per the NDIS Standards and Human Rights Commission. ARC encourages participants to actively participate in their own service delivery and be empowered to live independently.

## SCOPE

This policy applies to all employees, volunteers and board members.

## IMPLEMENTATION

ARC recognises and reinforces the individual and unique qualities of each Participant and will endeavour to support participants by providing opportunities to develop skills to participate in and achieve valued roles within the community. ARC will ensure that service provision is delivered in the least restrictive way and will be Participant focused at all times.

ARC will provide a Participant focused service by ensuring the following measures are implemented:

- That each person with a disability seeking a service has access to the service on the basis of relative need and within available resources.
- ARC will deliver services in a culturally and age appropriate manner. Service provision will also be provided in the least restrictive way and be Participant focused at all times
- Participants are actively engaged in decision making and matters that relate to the provision of their service through on-going consultation and annual *Participant Satisfaction Surveys* as well as through regular feedback mechanisms such as surveys and dedicated phone contact.
- That individual needs, NDIS and personal goals are met in the least restrictive way through the development of personalised support plans supported by a suite of documentation that will identify risks and controls, health support requirements, behaviour support and personal needs.
- ARC will maintain and develop the ongoing skills of participants through provision of specific life skills training. Such training may arise through the imparted knowledge of Support Workers. Support Workers will be encouraged to undertake any training that in effect helps educate the Participants they work with to improve their valued status within the community.
- The Organisation will continue to develop and nurture relationships with community and / or business organisations within the region that may place Participants in a particular valued role such as employee, member or volunteer. At all times any opportunity uncovered will be promoted to Participant's via the Organisation's promotional avenues, including its Website, Newsletter, written correspondence or phone.
- The privacy, dignity and confidentiality of the Participants personal information are upheld by the Organisation at all times throughout service provision.

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- The organisations complaint and dispute management processes are advertised and promoted and Participants are encouraged to utilise this means to air any dissatisfaction with any area of service provision.
- That the organisation is managed effectively and accountably as a sustainable organisation and is managed sensitively to the needs of the individuals it was set up to service.
- That Participants legal and human rights are protected and enforced within service provision guidelines.

## REFERENCES

*NDIS Code of Conduct*

## AUTHORISATION

This Policy is approved and issued by:

**BENJAMIN KEAST**

Chief Executive Officer

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