



Management Plan

Between _____ and
Quality Lifestyle Alliance Inc.
Date: _____

Funding Category: _____ (i.e. ALSP) Disability Services Queensland
Inception Date: _____ Case Manager: _____
Contract Date: _____

Review dates

This management plan will be reviewed once every 12 months. The next review is due _____

Contents

- ❖ Code of Conduct
- ❖ Rights and Responsibilities
- ❖ Termination of workers
- ❖ Complaints
- ❖ Advocate
- ❖ Care Plan
- ❖ Goals
- ❖ Emergency procedure

Code of Conduct for Service Users of QLA

- ❖ The Service User will be available when workers attend for duty on agreed shifts
- ❖ The Service User will make every effort not to make unreasonable demands on Personal Support Workers
- ❖ The Service User will refrain from using abusive or unacceptable language
- ❖ The Service User will agree to carry out personal hygiene procedures
- ❖ The Service User will show respect to Personal Support Workers in attendance
- ❖ The Service User will not engage in any improper or inappropriate conduct including improper or inappropriate conduct of a sexual nature
- ❖ The Service User will not engage in the use of or be adversely affected by illegal drugs whilst Personal Support Workers are in attendance
- ❖ The Service User will not put themselves or Personal Support Workers at risk of injury
- ❖ The Service User will not request Personal Support Workers to engage in any illegal, improper or inappropriate conduct
- ❖ The Service User will respect the privacy and confidentiality of Personal Support Workers
- ❖ The Service User will respect the Personal Support Workers' religious, cultural and personal beliefs and not engage in any form of discrimination
- ❖ All family members co-residing with the Service User are also required to treat Personal Support Workers in accordance with this Code of Conduct

Signed _____ (Service User)

In the presence of _____ QLA representative

Dated _____

Rights and Responsibilities Service User

Quality Lifestyle Alliance Inc.'s believe that it is important that your rights are acknowledged and promoted at every opportunity. The objective of Quality Lifestyle Alliance Inc. is to provide a variety of support services for Service User that are flexible yet secure and to assure an independent choice of lifestyle and in particular but without limiting the generality of the above encompass the following:-

Service User Rights

- ❖ You have access to information about yourself held by Quality Lifestyle Alliance Inc.
- ❖ If you have a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate will be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;
- ❖ You will be involved in decisions about your assessment and care plan. Quality Lifestyle Alliance Inc. will make every reasonable effort to make you aware of all the options available. However, if it is your decision not to have a formal care plan, Quality Lifestyle Alliance Inc. in line with our policy of self empowerment and self realization, will work with you accordingly.
- ❖ Quality Lifestyle Alliance will make every reasonable effort to make you aware of the standard of service which you can expect and that services will be provided in a safe manner which respects your dignity and independence and is responsive to your social, cultural and physical needs;
- ❖ Your service provision will be decided on the capacity of the service to meet that need.
- ❖ You have a right to complain about the service you are receiving without fear of retribution;
- ❖ Complaints by yourself will be dealt with fairly, promptly and without retribution. You may involve an advocate of your choice to represent your interests;
- ❖ Quality Lifestyle Alliance Inc. will take into account your views in planning and evaluation the service;
- ❖ As a Service User of Quality Lifestyle Alliance Inc. you have a right to privacy and confidentiality.

Service User Responsibilities

- ❖ As a Service User of Quality Lifestyle Alliance Inc. you will make every effort to let the agency know if you are not going to be at home when a staff member is due to visit;
- ❖ As a Service User of Quality Lifestyle Alliance Inc. you will act in a way which respects the rights of other Service Users and Quality Lifestyle Alliance Inc. and staff;
- ❖ Quality Lifestyle Alliance Inc. is committed to empowering people with a disability in their lives. As such, you are required to take responsibility for the results of any decisions you make;
- ❖ Quality Lifestyle Alliance Inc. welcomes your part in helping Quality Lifestyle Alliance Inc. to provide services.
- ❖ Service Users are required to maintain a safe working environment for Personal Support Workers and to provide suitable well maintained equipment to meet that need e.g. provision of hoists, gloves, wheelchair, shower chair etc.
- ❖ Service Users must allow Personal Support Workers time for training without fear of recrimination
- ❖ Quality Lifestyle Alliance Inc. will employ all staff on your behalf in consultation with you and you have the final say whom we employ. If you decide to place an employee who has not undergone the recruitment and induction of the organisation, they will not receive any remuneration from the organisation.

Termination of Personal Support Workers

If **Service User** is not satisfied with a Personal Support Worker's performance, she will in the first instance advise the Personal Support Worker of the reason for his/her dissatisfaction. The performance will be reviewed by Service User and if she/he is still not satisfied, she/he will contact her Case Manager or the Manager to arrange a time to discuss the issues with all parties concerned. The parties at the meeting will try to resolve any issues and effect any changes necessary.

Whilst this is not the preferred option, if Service User elects not to carry out this procedure, and dismisses a worker themselves, the worker will be paid payment in lieu of termination. Quality Lifestyle Alliance Inc. believes this is a fair policy.

In case of a serious wrongdoing or a breach of contract on behalf of the Personal Support Worker, this procedure may be overridden by the manager of QLA for reasons of natural justice.

Cancellation of Shifts

If a rostered shift is cancelled 24 hours notice and was under 2 hours duration, the worker will be paid for two hours. If the shift would have exceeded 2 hours, a minimum of 2 hours will be paid with the difference negotiated with you.

In cases of unforeseen circumstances (e.g. if consumer were to be in hospital for a long stay) retention pay may be negotiated but no guaranteed.

Service Users Right to Access Information

As a Service User of Quality Lifestyle Alliance Inc. you have a right to read any personal information kept about you.

Request from you to access information should be referred to your Case Manager who will make every reasonable effort to provide with your information within two weeks.

A staff member of Quality Lifestyle Alliance Inc. will be made available to explain any terminology to you if necessary.

Service User Reviews

Your Case Manager will initiate regular reviews of the care plan and Management Plan Contract. These will take annually or as required. You will be involved in any review of the care plan and Quality Lifestyle Alliance Inc. will decide on any changes in service.

Attached, please find review form for your perusal.

QUALITY LIFESTYLE ALLIANCE INC.
CLIENT REVIEW FORM

SERVICE USER NAME:

DATE OF REVIEW:.....

CLIENT'S SATISFACTION WITH SERVICE/S:

.....
.....
.....

CHANGES IN HEALTH:.....

.....
.....
.....

CHANGES IN SERVICE USER'S CIRCUMSTANCES:

.....
.....
.....

CASE MANAGER'S COMMENTS:.....

.....
.....
.....
.....

A new care plan may be completed if required and will be fully explained after a review and a copy provided.

Service User Complaints

Quality Lifestyle Alliance Inc. welcomes information and feedback from Service Users which will enable it to improve the quality of our services. (See attached form)

As a Service User of Quality Lifestyle Alliance Inc. you have a right to complain and we support the availability of advocates.

You have a right to complain about the service you are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly.

Your Case Manager will make every reasonable step to ensure that you feel comfortable to continue accessing the service after making a complaint.

COMPLAINTS

You can lodge a complaint should you have any concerns regarding your assessment, care plan or review with the Manager.

If you are not happy with the service provided by a Case Manager, the Manager where possible will arrange for an alternative staff member to provide services.

If a complaint is not resolved to your satisfaction, the QLA policy on complaints can be implemented in order to involve the Management Committee and/or the funding body.

QLA applies the principle of “natural justice”. This means that a minimum standard of fairness is to be applied in the investigation and adjudication of a complaint. The requirements of natural justice include: fully informing a person of any allegation made against them; giving them an opportunity to state their case, provide an explanation or put forward a defence; ensuring that proper investigation of the allegations occurs, that all parties are heard and relevant submissions considered; ensuring the decision-maker acts fairly and without bias.

Sexual Harassment

Sexual harassment is any form of unwelcome sexual attention that is offensive, humiliating, or intimidating and can include touching; lewd comments or smutty jokes; asking for sex; questions about someone's private life; unnecessary familiarity, sexual assault; displays of offensive material. Sexual harassment happens in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

The person with a sexual harassment complaint should first discuss the problem with the person(s) directly involved with the aim of clearing up any misunderstandings or confusion and consequently solve the problem quickly.

If the matter is not resolved or if the person feels uncomfortable about raising the problem with those directly involved, he/she may take the sexual harassment complaint to the next level of Management.

There is a strict procedure in place with Quality Lifestyle Alliance Inc. for dealing with sexual harassment complaints and they will be dealt with directly by the Manager and/or the Management Committee.

Illicit and Illegal Drug Use

No employee of QLA Inc should be requested to assist in any way with anything that is illegal in this State, or in any other State or Country where they are employed by QLA Inc. This opens the employee to police involvement and criminal charges. This includes the use of marijuana, or other illicit drugs, videos, literature and so forth, that has been classified pornographic in this State, or in any other State or Country where they may be employed by QLA Inc.

Complaints Form

Client

Personal
Support Worker
Grievance

Registered Number (to be completed by Management)	
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Part A (to be completed by person lodging form). Date: _____

Name of person lodging grievance: _____

Name of person(s) grievance is regarding: _____

Name of person grievance form submitted to: _____

Does the grievance involve alleged Assault/Neglect/Abuse of client ? **Yes* / No**

Does the grievance involve an alleged criminal action ? **Yes* / No**

**If Yes you must immediately report the matter to the Manager*

Describe grievance:

Outline your attempt(s) to resolve the matter:

What is required to resolve the matter?:

Name of person submitting this form

Signature

Date

Part B - Office use only

Manager informed (date and time): _____

Signature of person informing Manager: _____

Investigation by management member (attach additional file notes if required):

.....
Name

.....
Signature

.....
Date

Service User Advocates

What is an Advocate?

An advocate is a person who, with the authority of yourself will represent your interests;

You have the right to use an advocate of your choice to negotiate on your behalf with the staff and/or management of Quality Lifestyle Alliance Inc. This may be a family member or friend, or an agency.

Advocates will be accepted by Quality Lifestyle Alliance Inc. as representing the interests of yourself.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the Service User and Quality Lifestyle Alliance Inc.

ADVOCATE'S DETAILS:

NAME:

ADDRESS:

.....

PHONE NUMBER:.....

ADVOCATE'S RELATIONSHIP

TO COMPLAINANT:

Care Plan **Service User**

DRAFT ONLY (change or add info to suit Consumer's needs)

- **Personal hygiene**
Consumer trains and instructs her/his own staff.
- **Transfers**
Consumer's carers assist her/him with manual transfers
(OR Consumer's carers assist her/him with the use of a hoist)
All support workers are trained in Manual Handling and Lifting.
- **Meals**
Consumer trains and instructs her/his own staff.
- **Access to medical practitioners and other specialists**
Consumer has her/his own transport (a van for the carers to drive).
Occasionally she/he uses a cab service.
- **Access to the local community**
Same as above
- **Domestic duties**
 - ❖ Personal hygiene, dressing and grooming Meal preparation
 - ❖ Cleaning
 - ❖ Laundry
 - ❖ Garden duties
 - ❖ Assistance with computer
 - ❖ Assist with shopping
- **Communication:**
Consumer has access to telecommunications, internet and a computer with speech activation.
- **Equipment:**
 - ❖ Manual wheelchair
 - ❖ Electric wheelchair
 - ❖ Shower Chair
 - ❖ Standing frame
 - ❖ Pressure relief cushion or mattress
 - ❖ Hoist
 - ❖ Rail bars - bathroom only
 - ❖ Catheters
- **Emergency Procedures:**
Call "000" and after that consumer's family. Add family's contact details.
- **Health Issues**
(i.e. – Seizures, Autonomic Dysreflexia)

GOALS

- **Short Term Goals**

- **Mid Term Goals**

- **Long Term Goals**

Breaches of Contract

Quality Lifestyle Alliance Inc. reserves the right to withdraw service if the Code of Conduct is breached, if sexual harassment takes place, a serious wrongdoing has occurred or the use of illicit and/or illegal drugs when Personal Support Workers are in attendance.

As a **Service User** of Quality Lifestyle Alliance Inc., I Service User have read and understood the above Management Plan

Service User

In the presence of

Representative of Quality Lifestyle Alliance Inc.

Date
