

# Customer Operations Policy

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## 1. Purpose

The Customer Operations Policy outlines principles that underpin Avivo's work with customers.

## 2. Policy

### Rights and Decision Making

Avivo is committed to supporting customers to live life as valued citizens and upholding their human, legal and consumer rights.

Avivo is committed to engaging in open, honest and ethical communication with customers.

We work in partnership with each customer, their family and carers to develop and provide supports and services they choose to achieve their goals.

As partners with Avivo, customers, families and carers have responsibilities including:

- Respecting the human, legal and industrial rights of employees
- Ensuring their home is a safe place to work
- Respecting employees and their individual, cultural and lifestyle differences
- Treating employees without exploitation, abuse, discrimination or harassment

We assume all adults make their own decisions and respect the family as decision makers for children under the age of 18 years.

We respect customers' right to make decisions and to take risks.

We recognise and value the role of family members and carers and respect their rights, views and needs.

### Freedom from Harm

Avivo is committed to ensuring customers are free from harm including abuse, neglect or exploitation.

We work to prevent and respond to any potential or actual harm and strive to ensure that customers are not harmed due to an action or interaction with Avivo. We work collaboratively with the customer and others to prevent and address harm.

We aim to eliminate any practice or procedure that restricts people's freedom or rights unnecessarily.

We respond to any concerns, disclosures, allegations or suspicions proactively and monitor and report incidents internally and to funding bodies as required.

### Privacy & Confidentiality

Avivo respects and protects customers' privacy and confidentiality.

We respect that customers' information belongs to them and keep it safe and secure.

We recognise that our duty of care carries greater weight than confidentiality in matters of care and protection. If there are significant concerns about a customer's safety or wellbeing, we are required legally to discuss and report these with an appropriate authority, whenever possible, with the customer's consent.

We report information about customers and services to funding bodies as required by the relevant legislation and funding guidelines.

### **Complaints and Advocacy**

Avivo is committed to hearing and addressing customer's concerns and complaints without fear of retribution.

We encourage customers to raise concerns and complaints with the person of their choice; involving advocates and independent support people as they choose.

We act in the customer's best interest. If an adverse event occurs in relation to Avivo services, we respond promptly, and support and inform the customer throughout the investigation and resolution process.

We respect customer's right to take complaints to an independent body.

### **Avivo's Responsibilities**

Avivo is committed to continually improving the quality of our services, improving outcomes with and for our customers and complying with service standards.

All employees take responsibility for respecting, upholding and safeguarding customers' rights.

All employees take responsibility for providing quality support within their knowledge, competence and skills and do not undertake tasks or roles they are not qualified to do.

### **Open Disclosure**

Avivo is committed to engaging in open, honest and ethical communication with customers.

We act in the customer's best interest. If an adverse event occurs in relation to Avivo services, we respond promptly, and support and inform the customer throughout the investigation and resolution process.

## **3. Related Documents**

Customer Journey Process including

- Registration
- Home Assessment
- Service Agreements
- Support Plans
- Reviews

Administration of Medication Processes and Training Packages

Identification & Elimination of Restrictive Practices

Protecting Customers from Harm Process

- Well-being & Safety Plans
- Guardianship Applications
- Privacy & Confidentiality Process

Serious Incident Process

Complaints & Advocacy Process

- Advocacy agencies

Employee Code of Conduct, Induction and Training packages.