



Finding the right support for your family

Support Work Clients

I pride myself on the fact that LIFLM is a strong advocate against all forms of abuse. WE as a company have several things in place to protect our clients from this type of experience.

A few of the measures in place:

Each client that joins LIFLM has a team leader allocated to them, and a team of support staff that they get to choose. These staff are all there to work as a team to help the client reach their goals, and to live their life, with autonomy.

It means each client has a mini community around them, preventing staff burnout, and making sure client care, quality and support is consistently to a high standard.

We also believe that education is the key.

We recommend that all clients take these points on as an important consideration when having support workers within your home and life.

- Please put away all personal details. Your support worker doesn't need access to your tax file number, bank account number, Centrelink numbers or any other personal details that if the information fell into the wrong hands it could hurt you as the client.
- Put away all valuables. We always do our due diligence when screening staff but it can take years to really know someone well.
- You must remember that these are staff, they are not your friend, they are being paid to support you and this means they should be friendly and professional at all times.
- Staff should not be scrolling on their phones, or sitting around.
- Staff should be engaged in supporting you to live life on your terms. They should be able to advocate for you if needed.
- Staff should not be applying pressure for more shifts, longer shifts or shifts on higher paying days. The support should be on the days, and at the times that you require to improve the quality of your life.
- No staff member can be your power of attorney, or play any legal role like this in your life. It is dangerous for you as the client, and a huge ethical breach professionally.
- You should never be asked for money or any other item of value outside of your invoices for their services already rendered (already provided).
- You should feel safe.
- You should be treated well by every member of your team and any concerns should be addressed promptly.
- Clients should also be encouraged to provide a list of tasks they wish to have completed during each shift. LIFLM provides all clients with a note book that offers this service. Each shift is detailed, and signed off on by both the support worker and client.

We as a company also have a strong whistle-blower policy, protecting anyone who speaks up against unethical behaviour or abuse.

You as a client do have a responsibility to

- Provide a safe working environment (that is free from all forms of abuse) for staff.

Phone : 0466 561 184 | Email : admin@lifeisforlivingmentoring.com.au | Facebook : facebook.com/lifeisforlivingmentoring

