



Living Standards Agreement Policy

CATEGORY: Service Delivery

THIS POLICY APPLIES TO: Employees, Volunteers, Consumers and Visitors to RW
Accommodation Services



Document Control			
Document Title	Living Standards Agreement Policy		
Policy Area	Service Delivery		
Status	Current		
Owner	Richmond Wellbeing Executive		
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Record of issue		
Version	Date	Reason and comment
1	February 2008	
2	June 2010	
3	June 2013	
4	January 2016	RW rebranding
5	July 2016	Title changed to <i>Living Standards Agreement Policy</i>
Review by Consumer and Family Reference Group		
Version	Date	Reason and comment

Policy Context	
Applicable standards, legislation or other requirements.	QIC Health and Community Services Standards National Standards for Mental Health Services
Related RW documents	Residents Community Living Standards Agreement

Contact for enquiries and proposed changes	
All queries and changes regarding this document should be directed to	
Name	Anya-Jane Statham
Position	Compliance and Risk Manager

1. Purpose

The purpose of this policy is to ensure that people who stay at the Richmond Wellbeing accommodation services have as enjoyable and safe an experience as possible. Living Standards Agreements apply to all people who reside within the RW residential sites.

2. Introduction

All people who use our service are required to abide by the legislation applicable to residential sites, and to abide by the relevant signed Living Standards Agreement which is between the resident and RW as a condition of entry into the service. Living Standards Agreements are to be recovery focussed and in keeping with the values and mission of RW. Living Standards Agreements are intended to maximise residents' wellbeing in the house, rather than be restrictive in nature.

The process of determining Living Standards Agreements must include residents and staff and can also include family members or advocates of residents where requested by residents. Whilst this process may be led by the site coordinator, it may be led by a resident.

3. Policy

- The terms of Living Standards Agreements will be decided at meetings between Site Managers, residents, and family members and/or advocates where appropriate. These discussions will take place at regular intervals as decided by staff and residents and the aim will be to ensure that they reflect the health, safety and interests of all concerned and that they complement legislation relevant to the residential sites.
- Agreements will be signed between residents and RW upon entry to a service. Living Standards Agreements will vary between sites as they are to reflect what is appropriate for that site at that period of time and may be reviewed at any time deemed appropriate by the residents or the Site Manager.
- Living Standards Agreements are to be recovery focussed and enable self-determination rather than restrictive in nature.
- All residents will be given a written copy of the Living Standards Agreement; however, these should not be displayed in communal areas, in an endeavour to normalise the living environment of residents.

4. Breach of Policy

All Living Standards Agreements will provide instructions how to address any breach of the Agreement and those are to be agreed on by all parties involved in developing the Agreement. Any breach of a Living Standards Agreement will be managed by the Site Coordinator/Manager in accordance with the agreed terms of the signed Agreement.