



# Delivering Better Service

Lifestyle Solutions  
everyone is equal



Lifestyle Solutions has made a promise to our customers. That promise, known as Better Service, is to provide our customers with reliable, flexible and responsive services in a way that is friendly, caring and empathetic. Through this we support our customers to achieve their goals.

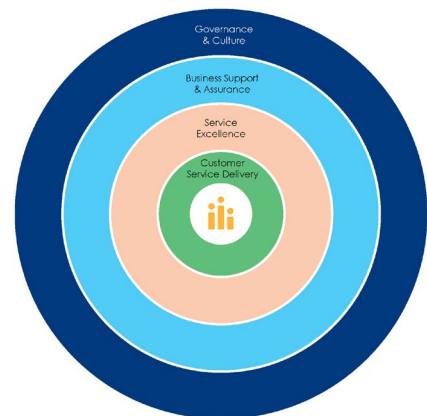


## What's Better Service?

Better Service is the name of our team-based way of working.

It's a simple but powerful model where the customer is at the centre of everything we do.

The diagram below shows how every team and role in Lifestyle Solutions exists to help and support our customers.



  
People are at the heart of everything that we do.

This includes our Customer Service Delivery teams, including our Support Workers and Support Coordinators who provide direct and specialist support, as well as our Service Excellence teams, Business Support & Assurance teams and Governance & Culture team.

Quite literally, Better Service revolves around our customers.

## What's changing at Lifestyle Solutions? And what's not changing?

We're always looking at ways to deliver on our promise of Better Service.

To support our customers in achieving their goals we must provide reliable, flexible and responsive services in a way that is friendly, caring and empathetic.

To achieve this, we're progressively moving from a single point of contact for you and your family to a team-based structure (known as Better Service).

While there'll be changes in how we organise our work, be assured that your day-to-day care support won't be changing. You'll enjoy continuity of care and service.

## How will the new structure help me or my loved ones?

We're people who care about you and your family.

We understand that our customers are some of the most vulnerable in society and deserve the very best care, love and support.

It's important to note that the team who provide your day-to-day support won't be changing.

As we move progressively to a team-based way of working you'll receive more reliable supports because you'll have access to skilled teams, continuity of team members, who use best practice standards and a consistent approach tailored to your needs.

It's a way of working where the team collectively shares in the continuity of care and consistency of support; where teams will be appropriately trained and supported to respond to your needs.

The Better Service approach is about providing quality supports that adapt to meet your changing needs.

This is Better Service – it revolves around you, our customer.

## Change can be unsettling. How are you managing this?

Change can be unsettling, and our new Better Service teams may take some time to get used to.

We're committed to help and support you as you become familiar with this new way of working together.

We'll be writing regularly to our customers and families with more information, and our Service Excellence team members will be able to talk you through the changes if needed.

You can also contact us on the details below.

## I'd like to know more. Who can I talk to?

Please contact us if you'd like to know more or have questions you'd like answered. You can make a time to connect with a dedicated Service Specialist team member by contacting us at [support@lifestylesolutions.org.au](mailto:support@lifestylesolutions.org.au)