

9.3	ACCESS TO SERVICES
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Applies to: Staff, Clients
Specific responsibility: HECIS Co-Ordinator

Version: 2
Date approved: 25/9/18
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to maximising access to the organisation's services for everyone within the agreed target client group and to ensuring equity of access across eligible service users. HECIS will work within its available resources while endeavouring to optimise access for people to services and activities.

HECIS is also committed to ensuring each client accesses the most appropriate supports that meet their needs, goals and preferences.

HECIS will:

- identify and address barriers to access for people in the target group/s.
- use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users
- use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered
- regularly review how accessible services are and use this information to improve access wherever possible.

PROCEDURES

Identifying barriers to access

HECIS provides a free assessment and referral service to children with additional needs (0-8 years of age) and their families within the Hawkesbury LGA, under the Advisory program.

HECIS also provides NDIS supports to clients under their current NDIS plan, under a service agreement.

In order to identify barriers to access, the organisation will:

- consult with service users and/or their advocates, other agencies and staff
- review relevant literature and practice experience
- seek advice from relevant community groups or members

The HECIS Co-Ordinator will be responsible for coordinating this process and reviewing the research

outcomes as part of the annual planning process.

Ensuring physical and cultural access

HECIS will ensure the following:

- Its premises and facilities are physically accessible to people with limited mobility or disability.
- Services are provided in as flexible manner as possible to meet the needs of individuals.
- It maintains effective messaging systems for service users to contact the organisation.
- Client areas are kept clean, comfortable and welcoming.
- The cultural and language needs of people within the target group/s are identified and accommodated.
- Interpreters (or bilingual staff) are accessed by HECIS and made available for any person requiring this assistance.

Promotion of service

HECIS will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

This will include the HECIS brochures, Summary Information Booklet, and information provided on the HECIS website at www.hecis.org.au etc.

General information about the organisation and its services and activities will be made available to Child Care Centres, Community Centres and other relevant professionals and agencies within the Hawkesbury LGA.

Monitoring access strategies

The HECIS Co-Ordinator will be responsible for reviewing the effectiveness of physical and cultural access strategies.

Ensuring the most appropriate supports are provided

The HECIS will complete an assessment of clients needs, goals and preferences in collaboration with the client/family, and this information will be used when service supports are offered to ensure they are most appropriate.

HECIS will:

- Discuss the HECIS supports available with the client and any access/entry criteria
- Deliver information using language, mode of communication and terms that the client is most likely to understand
- Advise the costs associated with entry into services and ongoing supports
- Ensure and support reasonable adjustments to the support delivery environment are made and monitored to ensure it is fit for the purpose of the client's health, privacy, dignity, quality of life and independence
- Clients will be supported to understand under what circumstances supports can be withdrawn. Access to supports will not be withdrawn or denied solely of the basis of a dignity of risk choice, that has been made by the client.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Summary Information Booklet

	NDIS Service Agreements
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17.9.19	HECIS CoOrdinator	Aug 2020
2	15.9.20	HECIS CoOrdinator	Aug 2021
3			

INDEXING

Search topic/s:	
Function/s:	