



SERVICE ACCESS AND EQUITY POLICY AND PROCEDURE

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1.0 PURPOSE AND SCOPE

This policy and procedure provides guidelines relating to access and equity.

This policy and procedure applies to the all potential and existing Organisation participants, their family members and carers, and other relevant stakeholders.

2.0 PRINCIPLES

Access – Organisation will provide services to everyone who is entitled to them, without discriminating on the basis of a person’s country of birth, language, culture, sexual identity or orientation or religion.

Equity – AMPEY PTY LTD services will be developed and delivered to ensure fair treatment of all eligible participants.

Communication – Organisation will inform eligible participants of the services available, their entitlements, and how to obtain them. The organisation will regularly seek participant feedback about the scope and standard of service provision.

Responsiveness – Organisation will be sensitive to participants from diverse linguistic and cultural backgrounds and, as far as practicable, respond to their particular circumstances and needs.

Effectiveness – Organisation will focus on meeting the needs of participants from all backgrounds.

Efficiency – Organisation will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of participants.

Accountability – Organisation will ensure it is accountable for implementing access and equity objectives for participants.

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3.0 POLICY

AMPEY PTY LTD service delivery environment is safe and engaging, physically accessible and responsive to its participants' support and communication needs.

AMPEY PTY LTD screening and eligibility, priority of access and waitlist management is undertaken in a fair, equitable and transparent manner, and in line with the *Participant Rights and Responsibilities Policy and Procedure*. Access to services is based on eligibility, relative need, organisational capacity, the best interests of people using the service and potential impact on existing participants.

4.0 PROCEDURE

Service Access

Accessibility

- The Director will consider how the premises or support delivery environment accommodates participant's accessibility needs, health, privacy, dignity, quality of life and independence and, where reasonable, make modifications.
- Suggestions or complaints about the service's accessibility will be directed to AMPEY PTY LTD Feedback, *Compliments and Complaints Policy and Procedure*.
- Each participant will be supported to understand the circumstances under which supports may be withdrawn. Access to supports will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.

Accepting requests for service

- Organisation will respond quickly and appropriately to each request for service.
- AMPEY PTY LTD process for receiving and assessing requests for a service is designed to be inclusive of our agreed target group and consistently applied.
- To be eligible for a Organisation service, the person must be an NDIS participant.
- Consideration must be given to the person's priority of access by examining:
 - the person's need relative to other participants and potential participants;
 - where relevant, the needs of their family, carer or other supporters;
 - AMPEY PTY LTD potential contribution to meeting those needs;
 - AMPEY PTY LTD available resources to meet those needs;
 - how AMPEY PTY LTD services will complement other services the person receives; and
 - the best interests of the person.
- During an intake interview, the Director (or delegate) will assess any barriers to the person accessing services:
 - The Director (or delegates) will advise the person of their right to involve a support person in their dealings with AMPEY PTY LTD.
 - The Director (or delegates) will provide information and support for the person to access a person of their choice, such as an advocate, to assist them to interact with the service (see *Decision Making and Choice Policy and Procedure*).

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- Where access issues are identified, the Director will consider whether Organisation is accessible for the person, and if not, how it could be made accessible.
- Where a language or cultural barrier is identified, the Director (or delegates) will engage an interpreter or an appropriate external agency to support the person. (See *Service Delivery and Participation Policy and Procedure*).
- The Director (or delegates) will contact the person or their supporter within 1 working day of the Intake Interview to advise them of the outcome. Notification will be provided by phone and or email.
- Where the participant is offered services and accepts, see the *Assessment, Planning and Review Policy and Procedure*.
- Comprehensive and clear records will be kept using the *Participant Intake Form*,
 - detailing: the name of the applicant, how they were referred, their eligibility, and any onward referrals made.
- The Director (or delegates) will conduct all Intake Interviews. They will provide the person with information about:
 - entry and exit procedures;
 - eligibility and priority of access requirements;
 - conditions that may apply to service provision; and
 - fees.
- The Director (or delegates) will provide the person with a Welcome Pack that outlines AMPEY PTY LTD entry and exit procedures, fees, hours of operation, the *Participant Rights and Responsibilities* statement, *Privacy and Confidentiality Policy and Procedure* and *Feedback, Compliments and Complaints* brochure.
- Where appropriate, the Director (or delegate) will provide this information in an alternative format such as a different language, Easy English, detailed verbal explanation or through the use of interpreters and advocates.

Waiting List processes

The Director (or delegates) will contact people on its Waiting List at least every three months to:

- advise them of their current status;
- check whether they want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

- When a participant is excluded from or is ineligible for a service with AMPEY PTY LTD, the Director (or delegate) will advise them of their right of appeal and offer referral to more appropriate agencies, as per the *Providing Information, Advice and*

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Referrals Policy and Procedure.

- Appeals should be directed in writing to AMPEY PTY LTD Director and a final decision will be made by the Director (or Management Team where appropriate).
- If required, staff will provide support for a person to make an appeal, by either transcribing their feedback for the Director's (or delegate's) review or referring the person to interpreter or advocacy services.
- Those not successful in their appeal will be provided written advice to this effect.
- If a person is unhappy with outcome of their appeal, they will be directed to AMPEY PTY LTD complaints process. As per Feedback, *Compliments and Complaints Policy and Procedure*, information on the complaints process can be provided in a variety of formats if required including support to access interpreters or advocates if necessary.

Alternative supports

- Organisation will work collaboratively with all people refused services and (with consent) their supporters, to identify what alternative services and referrals could best meet their needs.
- With the participant's consent, relevant information will be provided by Organisation to new service providers to support the participant's seamless transition. Where appropriate, Organisation staff may also meet with staff of alternative providers to facilitate a smooth transition for the participant.

Continuous improvement

- Organisation will maintain a record of people who have been refused a service, summarising reasons for their being found ineligible or, if found eligible, reasons for being placed on AMPEY PTY LTD Waiting List.
- Access, service refusal and referral information will be tracked to inform AMPEY PTY LTD continuous improvement.

SERVICE DELIVERY POLICY AND PROCEDURE

Intake Flowchart



| POLICY AMENDMENT RECORD | | |
|-------------------------|--------------------------------|------------|
| DATE | BRIEF DESCRIPTION OF AMENDMENT | AUTHORISED |
| | | |

End of policy document. Uncontrolled when printed.