

CORPORATE POLICIES

CP12 STANDARD 1(NSW/CwIth): SERVICE ACCESS

1.0 POLICY STATEMENT

Disability Services Australia (DSA) recognises that all people with a disability have the right to non-discriminatory and equitable access to a service, in line with the stated and funded purpose of the service and on the basis of relative need and available resources.

DSA celebrates and respects the cultural and linguistic diversity of the Australian population and ensures its services are accessible by all identifiable groups in the target population.

2.0 PURPOSE

To consistently implement entry and exit criteria for service access that are fair, equitable and non discriminatory.

To meet the Disability Services Standards and comply with all relevant legislation.

3.0 SCOPE

This policy relates to all levels of management and staff of Disability Services Australia. Each relevant area of DSA is required to consider and address compliance with these Standards within divisional procedures, work instructions and forms.

The Commonwealth and State Disability Services Acts and Standards relate to the provision of disability services for people with a disability.

For children, young people and adults with a disability supported by DSA, the participation/involvement of family/significant others/advocates/guardians in decision making on key service delivery processes (e.g. individual goal planning) is dependent on:

- The relevant decision making rights for family/significant others/advocates/guardians, as determined by their legal status in relation to the person receiving support;
- The expressed wishes of the person with a disability receiving support;
- The capacity to understand and decision making skills of the person receiving support; and
- The assessed need for such advocacy.

4.0 POLICY DETAILS

DSA is committed to providing quality services to enhance the lives of people with a disability and maximise their opportunities for positive life outcomes, in line with the stated or funded purpose of the service they receive. DSA acknowledges that for some programs the relevant funding body may refer a person with a disability to DSA's services. Notwithstanding this, DSA will apply this policy to these referrals.

Facilitation of this commitment in relation to Service Access (Entry & Exit) is supported by:

- Ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.
- A strategic approach to planning service delivery that has the flexibility to meet the widest possible variety of needs and eliminating gaps with flexible options.
- Ongoing monitoring and performance indicators that measure the participation of groups known to experience additional disadvantage because of gender, ethnicity and aboriginality.
- Applying defined entrance criteria consistent with the stated or funded purpose of each service/program to determine service priority on the basis of relative need.
- Having written entry and exit policies and processes that are fair, equitable and consistently applied and making these available to those who use the service in appropriate formats.
- Entry and exit procedures as defined by the funding agreements for the service are made available in appropriate formats to the needs of both current and potential individuals who may use the service.



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- Where DSA is unable to provide a service, information about or referral to alternative service options is provided (where possible).
- Information about DSA and its services is accessible to all identifiable groups in the target population.
- Considering the cultural/language needs (including signing) of each person and their family/significant others/advocates (where they are involved) and in particular, respecting the social structure of the Aboriginal Community.
- The assessment of each person's support needs at service entry to identify the level of support required to ensure the safety and well being of each person supported, DSA staff and the general public (e.g. risk assessments).
- Encouraging and supporting the involvement of each person and their family/significant others/advocacy support (unless requested otherwise by the person receiving support) in the service entry process, to maximise their participation in the decision making process.
- Having a written [complaints policy](#) and procedure that supports the right to raise, pursue and have resolved complaints about service delivery without fear of repercussions, and making this available in appropriate formats to suit the needs of both current and potential individuals who may use the service.
- The review of processes and systems as part of scheduled and as needed policy and procedure reviews, including where possible input from those who use the service.
- Ensuring adherence to policies and procedures through the quality assurance audit process to maximise the design, delivery and implementation of a quality service.

5.0 RESPONSIBILITIES

Refer to the [Quality Policy Manual](#) Section 5.0 Management Responsibility

6.0 REFERENCES

Legislative context

Disability Discrimination Act (Cwlth) 1992

Disability Services Act (Cwlth) 1986 and Commonwealth Disability Services Standards

Anti-Discrimination Act (NSW) 1977

Disability Services Act (NSW) 1993 and NSW Disability Services Standards

Children and Young Persons (Care and Protection) Act 1998, and Regulations 2000

Occupational Health and Safety Act (NSW) 2000

Occupational Health and Safety Regulations (NSW) 2001

Policy Context

[Quality Policy Manual](#)

[CP18 Standard 7\(NSW-Cwlth\) Complaints and Disputes](#)

DADHC - [Disability Standards In Action](#)

DADHC - [Children's Standards In Action](#)

Relevant State (NSW), Commonwealth and DSA policies are listed in [The DSA Document Matrix](#).