

## **Service Access Policy**

DS Standard 1- Each person with a disability seeking a service has access to the service on the basis of relative need and within available resources.

HACC Objective 1 – Access to Services

### **Community Connection's position**

Community Connection believes that individuals with a disability and their families have the right to access the services they need to have a good life.

### **Capacity to provide service to new individuals and families**

Community Connection has made a long-term commitment to the individuals and families who we support. If an individual and/or family exit the service for any reason, the Management Committee will assess the level of unmet need of people currently supported within the service and reallocate resources accordingly. Only if there is no unmet need within the service will support be offered to a new individual and/or their family.

### **Size of service**

Community Connection is a medium sized stand alone service. Any increase in the number of individuals and families supported will be determined by the Management Committee based on the funding available and the capacity of the coordination team.

### **Referrals to Community Connection**

Referrals to Community Connection can be made by an individual with a disability and/or their family or by other services or government agencies. Community Connection will make contact with the individual and/or family within two weeks of receiving a referral.

### **Eligibility**

Individuals and families must agree with and support the mission, values and philosophy of Community Connection in order to be offered a service.

To be eligible for services that are funded by the Department of Communities – Disability Services a person must:

1. be an Australian citizen; a permanent Australian resident; hold a temporary protection Visa; be a New Zealand citizen who arrived prior to 26 February 2001; or a member of a family on work or study visa sponsored by the Australian Government;
2. live within the geographical boundaries prescribed by the current Disability Services Funding Agreement;
3. have a disability attributable to an intellectual , psychiatric, cognitive, neurological, sensory or physical impairment or combination which a) manifests itself before the age of 65; b) substantially reduces their capacity to communicate, socially interact, learn, be mobile or self care; c) is permanent

- or likely to be permanent; and d) results in the person needing significant and ongoing support; or be a carer of a person with such a disability;
4. be registered for services with the Department of Communities – Disability Services.

### **Prioritisation of need**

The Ongoing Needs Identification tool will be used to prioritise the need of individuals and/or families who are referred to Community Connection.

### **Refusal of service**

Community Connection will only refuse to provide services under either of the following circumstances:

- i. The individual and/or family do not meet the eligibility criteria.
- ii. The Management Committee have determined that Community Connection has no capacity to provide services to new individuals and/or their families.
- iii. The support requested is not something that Community Connection provides.
- iv. The support needs of the person with a disability are such that Community Connection can not safely provide support.

Community Connection will provide individuals and/or families who are refused a service with an explanation of the reason for that refusal within two months of the referral.

Community Connection will not discriminate against any person based on gender, race, culture, religion, disability or any other characteristic or condition.

### **Provision of service**

If Community Connection has capacity to offer a service to an individual and/or their family, they will be contacted to formulate a Family Agreement which will be finalised before the commencement of service.

An individual or family may decline to accept services from Community Connection for any reason. This decision will not negatively impact on any future attempt to access services through Community Connection.

### **Provision of information about other services**

Community Connection will provide Individuals and/or families who are refused a service with information about a range of other services, supports and strategies.

### **Suspension or Cessation of services**

An individual and/or family may, for a variety of reasons, choose no longer to use the services of Community Connection.

Community Connection will only suspend or terminate a service for an individual and/or family in the following circumstances:

- i. They cease to meet the eligibility criteria.
- ii. Community Connection ceases to receive funding for that individual/family.
- iii. The existence of irreconcilable differences between the individual or the family and Community Connection resulting from a breakdown of trust, mismatch between service and individuals expectations, or inappropriate treatment of workers.
- iv. The existence of circumstances which, after all options have been explored, make it likely that continued support would result in harm to the person with a disability or others and all avenues of paid and unpaid support have been exhausted.
- v. The existence of circumstances which place the service at an unacceptable risk of breaking the law or of compromising the delivery of services to other individuals.