

AL5. SERVICE ACCESS

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Ability Links
Applies To:	Board, Management and Staff of all IAC Ability Links Services
Date:	August 2014 (Review August 2017)

Background and Purpose

The IAC's Ability Links policies articulate our aims, goals and philosophies in providing services for people with disability, their families and their carers. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that people with disability, their families and their carers are afforded the best and most appropriate care and that we meet all of the requirements of Family and Community Services - Ageing Disability and Home Care.

Principle

The Illawarra Aboriginal Corporation recognises and understands that it does not have the capacity to provide Ability Links assistance to all potential clients that are seeking our services.

The IAC will fairly, equitably and transparently assess the eligibility of potential clients, our capacity to meet their needs and the level of service that we can offer. Where we cannot provide timely services to potential clients that are eligible for our services we will, with their permission, refer them to other service providers or maintain their information on our waiting list.

The IAC is committed to working with ADHC in an open and positive manner to ensure that we properly monitor and manage our capacity to deliver appropriate services.

Our Commitment

The IAC will:

- systematically seek and use input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent
- provide accessible information in a range of formats about the types and quality of services available
- develop, apply, review and communicate processes for commencing and leaving our service
- develop, apply and review policies and practices related to eligibility criteria, priority of access and waiting lists
- monitor and address potential barriers to access
- provide clear explanations when a service is not available along with information and referral support for alternative access
- collaborate with other relevant organisations and community members to establish and maintain a referral network

COMPLIANCE

This policy complies with:

- Disability Services Act 1993
- National Standards for Disability Services

REFERENCES

This policy should be read with:

- National Standards for Disability Services- Standard 5– Service Access
- Community Care Common Standards - Standard 2 - Appropriate Access and Service Delivery - 2.1 Service Access