

What is the Purpose?

To ensure that people seeking our services are supported to access the most appropriate service to meet their needs and goals.

Who needs to know about this Policy?

- All Northcott Customers.
- All Northcott staff responsible for delivering supports to Customers, any Business Unit responsible for communicating with current or potential Customers.

What is Northcott's policy?

- ✓ Access to our services is clear, transparent and non-discriminatory, so people are treated equally and fairly.
- ✓ If there is an eligibility criteria for any service, this should be explained to the Customer clearly.
- ✓ If a Customer is refused a service, the reasons should be noted. In principle, Northcott will only decline services if Northcott:
 - does not have expertise in the area
 - does not have the service the Customer is seeking
 - does not have the capacity to deliver the services in a timely manner that is agreeable to the Customer
 - Cannot deliver the service in a financially sustainable way for Northcott
- ✓ Customers are given clear associated costs for services they seek. Any additional costs, including cancellation fees should be discussed with the Customers upfront.
- ✓ People have the right to accurate, clear and transparent information to help make decisions about accessing and leaving our services. This includes reviewing the Terms and Conditions, notice periods for withdrawing services and Product Disclosure Statements with the Customer prior to accessing the services.
- ✓ Customers can request quotes for services prior to deciding if they want a service from Northcott.
- ✓ Cancellation fees or any other fees that are separate to service delivery should be discussed in detail, so the Customer understands all associated costs to receiving services from Northcott.
- ✓ All costs associated with services are clearly defined and documented.
- ✓ Any notice period in relation to the withdrawal of services or termination.

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- ✓ Information about our services is easy to read, widely available and adjustable to people's needs.
- ✓ Information is not limited to one type of media and can be adapted to meet individual needs and preferences, including translating written documents, interpreting services or using infographics if requested by Customers.
- ✓ We work with other organisations and community supports, to share information to build a strong referral network, keeping the needs of people with disability at the centre.
- ✓ Services are provided in a flexible and responsive way to meet each person's individual needs and goals, so they can participate in the community like everyone else.
- ✓ Northcott values Feedback from people who use our services, this helps us improve service access for others.
- ✓ People are assisted to access the most appropriate supports and services they need to live the life they choose.
- ✓ Information about our services is responsively available to all people.

Equity and Access Considerations

- For the communication and implementation of this policy, we:
 - Consider if the physical environment is accessible. If the physical environment is not accessible, efforts are to be made to overcome this issue where possible. This may mean seeking temporary solutions if a permanent solution cannot be made.
 - Use different communication methods to add to or replace speech or writing for people who require modified communication. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

- All Northcott staff make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.
- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

Who is Responsible?	What are they Responsible for?
Chief Executive	<ul style="list-style-type: none"> • Final review and approval of this policy.
Level 2 Manager	<ul style="list-style-type: none"> • Maintain this policy, its related procedures and documents.
Level 3 and 4 Manager	<ul style="list-style-type: none"> • Ensure the policy is effectively implemented in their services.
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Service Access Policy

	<ul style="list-style-type: none"> • Ensure staff follow the policy. • Make sure training and information is provided to staff to carry out this policy.
Supervisor	<ul style="list-style-type: none"> • Ensure staff have read and understand the policy and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	<ul style="list-style-type: none"> • Follow the requirements of the policy.

What other Northcott documents are related?

You may need to refer to these documents for more information:

- Using Interpreter Services Procedure
- Subpoena Policy and Procedure
- Service Management Policy
- Service Agreement
- Product Disclosure Statements
- Northcott Terms and Conditions

Definitions, Legislation & Standards Compliance

Definition:

- For Definitions, please refer to Northcott Policy Dictionary and Northcott's Service Management Policy

Legislation:

- This policy was developed in accordance with the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.
- For other Legislation and Standards Compliance, refer to the Service Management Policy.

Related References

- National Disability Standards, easy to read
https://www.dss.gov.au/sites/default/files/documents/07_2015/1500-02-15dss_-_disability_service_standards_booklet_v5r_web_2.pdf



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