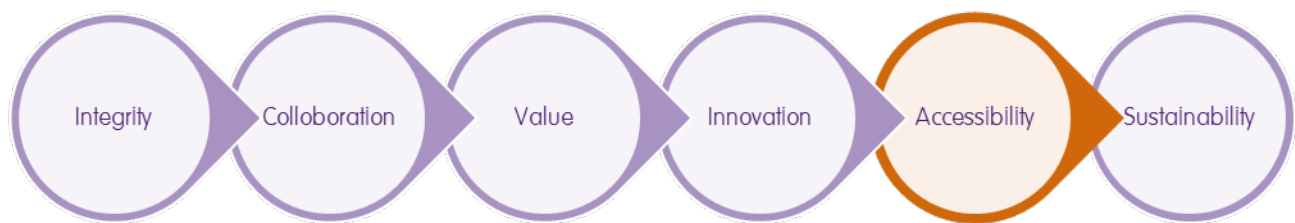


## HCA Disability Services Policy 5 Service Access



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability -  
are the values that underpin all of our services and relationships.

## Policy Statement

HCA's Customer Service Charter represents our vision and core values and sets out what our customers can expect from HCA when they select us to provide their service. HCA's Customer Service Charter commits to:

- Providing a valuable service delivery
- Promoting independence and taking a person centred approach to supports
- Treating all people with respect and dignity
- Listening intently to what is important to you
- Providing flexible and innovative options
- Responding to you in a timely manner
- Providing a safe, supportive, holistic, and inclusive environment for all people
- Informing customers about changes and/or challenges that may occur in the delivery of their supports.
- Welcoming and acting on your feedback and complaints to enhance your experience with us, and working toward finding appropriate solutions where applicable
- Customers are informed of their inherent human rights and are supported and empowered to exercise these rights.
- Customers worth, dignity, individuality and privacy is valued and respected
- Supporting our customers cultural, spiritual and language connections, including the cultural connections for Aboriginal and Torres Strait Islanders
- Customers are supported to reach their full potential in all areas of their life.

To deliver on the intent and principles of our Customer Service Charter, HCA is committed to protecting all individuals and safeguarding from abuse, harm, and neglect, while promoting the Charter of Human Rights.

HCA customers can expect that HCA will:

- Proactively inform customers and the wider community of the service and supports HCA provide. and, the benefits, and eligibility criteria so customers can access services
- Actively promote and profile HCA's services and the supports we offer to the wider community, building a broad referral network of specific and mainstream community groups and specialist organisations that can enhance HCA's service offering and the supports that our customers receive

- Ensure information about HCA services and supports are accessible and easy to understand and where possible adapted to meet individual customer needs. This information will include details about the features and capacity of each support offered by HCA
- Provide information about other agencies or providers who can meet the needs of customers for whom HCA cannot provide a service or supports to

## Purpose

The purpose of this policy is to ensure:

- HCA proactively informs people with a disability, their family and carers about the broad range of supports and services from HCA that are available to meet their needs
- Each person who makes an inquiry about a HCA service is treated fairly, honestly, ethically and without discrimination by HCA
- HCA meets and exceeds the Disability Services Standards and complies with all relevant legislation

## Scope

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant procedures, workflows and forms that will support the development of the HCA culture that will deliver on these commitments.

The National Disability Services Acts and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

## Policy Details

Fair, honest, ethical and non-discriminatory service access will be achieved by:

- Proactively communicating information about HCA service and supports, their different features and capacities as part of our broader community engagement activities
- Ensuring that each person in the HCA workforce can direct a potential customer to someone who is familiar with, and has a clear understanding of the service and supports HCA offers, the eligibility criteria, cost and HCA's capacity to provide the support in the local area and or in other locations where HCA operates
- Ensuring all enquiries by a potential customer are responded to in a timely manner by someone who can provide equality of access to the information on which they can make a decision. This includes but is not limited to information in languages and forms of communication either verbal or written other than English
- Reviewing the information about service access with potential customers, their family and carers to identify and minimise any barriers that could prevent fair, equal access to the supports HCA can provide. We will make all reasonable adjustments to accommodate their cultural/language needs (including signing) and those of their family/significant others/advocates and in particular, respecting the social structure of the Aboriginal Torres Strait Islander Communities
- Providing potential customers with all options we are aware of in their community that could be of benefit to them and expand their choices in any aspect of their life
- In consultation with each potential customer and existing customers review regularly our customer entry process and ongoing access to HCA supports to ensure that we are not discriminating or unintentionally creating barriers to equal access. This should include issues of conflict of interest, favouritism, avoidances or

unjustified refusal to provide a support. We will communicate with customers about any changes and improvements we make based on their feedback

- Openly supporting potential customers' right to complain about any aspect they are not happy with in relation to their access to the supports that are important to them and for them, their family and carers. HCA will make this information available in ways that suit their needs
- Monitoring the diversity of the people accessing our supports and services to ensure we are reaching the whole community in particular those groups who are known to experience additional barriers to accessing services and support because of gender, culture, ethnicity and aboriginality
- Using the HCA Quality Management System auditing to check that this policy is being implemented effectively across all HCA activities.

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Entry and Exit Procedures

## Mapping to State Standards

While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
5. Service Access	2. Service Access	2. Access and Engagement

## Standard KPI's

- 5:1 The service systematically seeks and uses input from people with disability, their families, friends and carers to ensure access is fair and equal and transparent
- 5:2 The service provides accessible information in a range of formats about the types and quality of services available
- 5:3 The service develops, applies, reviews and communicates commencement and leaving a service processes
- 5:4 The service develops, applies and reviews policies and practices related to eligibility criteria, priority of access and waiting lists
- 5:5 The service monitors and addresses potential barriers to access
- 5:6 The service provides clear explanations when a service is not available along with information and referral support for alternative access
- 5:7 The service collaborates with other relevant organisations and community members to establish and maintain a referral network.