

Purpose and Scope
<p>Access4u is committed to developing an organisational culture that supports the legal and human rights of Customer and ensures they are able to exercise those rights as outlined in relevant legislation including:</p> <ul style="list-style-type: none"> • Age Discrimination Act 2004. • Australian Human Rights Commission Act 1986. • Disability Discrimination Act 1992. • Racial Discrimination Act 1975. • Sex Discrimination Act 1984. <p>Access4u understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.</p>

Responsibilities and delegations	
This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p>The Board – Responsible for ensuring effective governance mechanisms are in place.</p> <p>The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensuring due diligence and takes reasonable steps to ensure Access4u are meeting their obligations Ensure objectives of the policy are achieved.</p> <p>Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO

Policy context- this policy relates to:	
Standards	<p>National Disability Insurance Scheme Quality and Safety Framework</p> <p>National Quality and Safeguarding Practice Standards</p> <p>National Disability Strategy 2021 - 2031</p> <p>United Nation Convention on the Rights of the Child</p> <p>United Nations Convention on the Rights of Persons with Disabilities</p>
Legislation	<p><i>National Disability Insurance Scheme Act 2013</i></p> <p><i>Disability Discrimination Act (DDA) 1992</i></p> <p><i>The Disability Services Act SA 1993</i></p> <p><i>Disability Services Act 1986 (Federal)</i></p>

	<p><i>Australian Human Rights Commission Act 1986</i></p> <p><i>Privacy Act 1988</i></p> <p><i>Child Protection Act 1993</i></p> <p><i>South Australian Mental Health Act 2009</i></p> <p><i>Equal Opportunity Act 1984 (SA)</i></p> <p><i>Guardianship and Administrations Act 1993 (SA)</i></p> <p><i>Power of Attorney and Administration Act 1984 (SA)</i></p> <p><i>Health and Community Services Complaints Act 2004 (SA)</i></p>
Contractual obligations	
Organisation policies	<p>Positive Behaviour Support Policy and Procedure</p> <p>Code of Ethics and Conduct</p> <p>Privacy</p> <p>Confidentiality</p> <p>Person Centred Thinking Tools</p>
Forms, record keeping, other documents	<p>Obtain / Release of Information Form</p> <p>RP Consultation and Consent Form</p> <p>Statement of Capacity to Consent Form</p>

Procedures

Access4u will:

- Provide easily understood and accessible information to all Customers at service commencement about what the organisation does, how Customers can contact the organisation, the Customers rights, the service standards Customers can expect, and opportunities to provide feedback or make a complaint.
- Ensure Customers have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- Support Customers to exercise choice and participate in service delivery and direction.
- Involve Customers in the development of policies and procedures that impact on their service.

Access4u client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by Customers.

The Charter

The charter outlines:

- How Access4u assists people with Disability to activate the funded supports in their NDIS plan

- Helps people with disability to build their capacity and increase their independence
- Assists people with disability to achieve their goals and meet milestones.

The following services are available:

- Core Supports
- Capacity Building Supports
- Capital Supports

Services Include:

- Mentoring including Innovative Community Participation
- In Home Support
- Allied Health to Improve Daily Living Skills
- Transport
- Support Coordination
- Specialised Behavioural Support
- Support Coordination/Specialist Support Coordination
- Supported Independent Living
- Voluntary Out-of-Home Care
- Respite

Services available 24/7, 365 days a year

Locations:

Fullarton

SUITE 242 GLEN OSMOND ROAD
FULLARTON SA 5063
PH: 1800 022 237

Mawson Lakes

SUITE 3 / 32-36 METRO PARADE
MAWSON LAKES SA 5095
PH: (08) 8120 0999 OR **PH:** 1800 022 237

Mount Barker

68 HUTCHINSON STREET
MOUNT BARKER SA 5251
PH: 1800 022 237

Brighton

28 STRATHMORE TERRACE
BRIGHTON SA 5048
PH: 1800 022 237

Christie Downs

11 MCKINNA RD
CHRISTIE DOWNS SA 5164
PH: 1800 022 237

Why Access4u?

- Agility, Flexibility, Responsive, Person Centred, Innovative with access to quality staff and supports.
- Expert Advocacy and advise.
- Customised person centred supports to meet your goals.
- Compassionate and Empathetic.
- Experienced and Networked.
- Staff qualified, passionate and committed.
- Supports that are tailored, innovative and outcome focused.

Our Ethos

Our support is underpinned by both the National Standards for Disability Services and Person-Centred Support.

Access4u upholds people's rights to freedom of expression, self determination and decision making and we actively work with the Customer to prevent abuse, harm, neglect, and violence.

Access4u works with the Customer to promote opportunities for active inclusion and participation in the community.

Access4u services and supports are focussed on building people's strengths and to enable people achieve their goals.

Access4u upholds the rights of people with disability to exercise choice and control in an environment that is supportive, engaging, respectful and positive.

Customer Rights

- Participate in decisions that affect how supports are provided and impacts on your life.
- Provide you with a Service Agreement and Statement of Supports that inform you about the services and terms of use.
- Treat you with Dignity and Respect.
- Protect your privacy and confidential information as per the National Privacy Principles contained in the *Privacy Act*.
- Provide you with access to personal information that Access4u has about you.
- Be free from abuse, harm, neglect and violence.
- Enable you to make a complaint if you are not happy with any aspect of the service and ensure you have any complaint dealt with fairly.
- Be free from discrimination of all kinds.
- A safe and healthy environment within the service.

- Full information to make informed life choices.
- Keep records of supports provided to you, issue invoices and statements to you or nominee of supports delivered.

Customer Responsibilities

- To fully inform Access4u about how you wish your services and supports are to be delivered to meet your needs.
- Provide accurate information about your health and support needs, and any changes that occur over the life of the Service Agreement.
- Complete all relevant consent forms to ensure we meet our privacy obligations and deliver holistic support.
- Treat our staff with courtesy and respect and understand behaviour such as harassment, violence, abuse, aggression, theft or property damage is not aligned with Access4u's values and will be managed appropriately.
- Share any concerns about our service with us directly and as soon as practicable.
- Ensure the safety of your home environment.
- Provide us with 14 days' notice of termination of the Service Agreement.
- Comply with all contractual obligations as contained in the Terms and Conditions in the Service Agreement.

Feedback, Complaints and Disputes

Customers have the right to make a complaint about the supports and services we provide. Access4u will not disadvantage the Customer, reduce their services or discriminate against them for making a complaint. Details are set out in the Access4u Complaints Policy.

The Customer Charter will be provided as part of the service onboarding pack.