

Purpose and Scope

Access4u recognises that each person to whom we provide services is a unique individual, deserving of consideration, dignity, understanding and respect.

We are committed to the delivery of safe and high-quality services that promote, uphold and respect each customer’s legal and human rights, and that reflects each individual’s needs, goals and preferences.

The safety, health, wellbeing and quality of life of each customer is the primary consideration of Access4u in the delivery of our services.

Access4u will:

- Understand and value each customer’s individual identity, life experiences, culture, ability, diversity, beliefs and individual needs;
- Ensure customers feel safe, welcome, included and understood;
- Treat each customer with dignity and respect;
- Provide easily understood and accessible information to each customer about the services they will be provided;
- Provide culturally safe and respectful services where customers feel respected and heard and are safe to be themselves
- Actively include and partner with each customer in all decisions regarding the provision of services to them; and
- Support and assist customers and their carers, family members and other supporters to be actively involved in their care.

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.</p> <p>Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations.</p> <p>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	National Disability Insurance Scheme Quality and Safeguarding Framework
Legislation	<ul style="list-style-type: none"> • National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme Act 2013 • Disability Discrimination Act (DDA) 1992 • The Disability Services Act SA 1993 • The Disability Act 2006
Contractual obligations	NDIS Code of Conduct

<p>Organisation policies and procedures</p>	<p>A4U Policy Access to Services A4u Policy Duty of Care Policy A4U Policy Professional Ethics and Conduct A4u policy Customer safety and security A4u policy procedure Diversity and cultural inclusion A4u policy procedure interpreter services A4u Policy Customer Rights and Service Charter A4u Policy Human Rights A4u Supported Decision Making and Consent Policy A4u Policy procedure Customer Safeguarding</p>
<p>Forms, record keeping, other documents</p>	<p>A4u Customer Rights Easy to Read Access4U-Advocacy-Easy-Read-Brochure Our Commitment to You And Your Safety Easy to Read Complaints and Suggestions Easy to Read</p>

Definitions for the purpose of this policy the following definitions apply:	
Word	Definition
<i>Abuse</i>	Any form of violence, coercion, exploitation, discrimination, harm, or neglect which causes another person psychological or physical pain or suffering. Abuse can be emotional, physical, financial, chemical, or sexual.
<i>Co-design</i>	The process of involving service users, their families, carers and workers in the design and ongoing review of care and services, to ensure that they achieve desired outcomes, and that service user experience is used to inform quality improvement.
<i>Evidence-based</i>	When referring to care or practices, is an approach to care that integrates current, best available research evidence together with clinical expertise and skills, as well as the service user's values and preferences. It involves ensuring that those involved with the delivery of care (including the service user and their supporters, family and carers) are aware of and use research evidence to inform their health and healthcare decision-making.
<i>Exploitation</i>	Is taking advantage of someone's vulnerabilities for your personal gain, to steal, use or profit. Exploitation often occurs with vulnerable groups such as people with a disability and older people. Exploitation is a form of abuse.
<i>Informed consent</i>	Is a person's decision, given voluntarily, to agree to a healthcare treatment, procedure or other intervention that is made with adequate knowledge and understanding of the benefits and material risks of the proposed intervention.
<i>Trauma-informed care</i>	Is a framework for human services delivery based on knowledge and understanding of how trauma affects people's lives, their service needs and service usage. It means integrating an understanding of trauma into all levels of care and avoiding re-traumatisation or minimising the impact of the individual's experience of trauma.

Customer rights

Access4u recognises the inherent dignity and respect of all people and seeks to promote and protect the human rights of customers.

We will uphold the rights of customers to:

- Be treated with dignity, equality and respect at all times;
- Be safeguarded against all forms of abuse and exploitation;
- Freedom to express their views about the service, without fear of reprisal;
- Exercise choice and make informed decisions that affect their life and the services they receive, and to be supported to make those decisions where appropriate and necessary;
- Be supported to exercise self-determination, and to take personal risks, to maintain significant personal relationships and to otherwise lead an active and fulfilling life;
- Receive safe and high-quality services that meet their individual needs, goals and preferences;
- Freedom from discrimination, and equitable access to services regardless of an individual's gender identity, sexual orientation, life experiences, culture, ability, cultural diversity, beliefs, or any other factor;
- Have their individual identity, culture, spirituality and diversity valued and respected;
- Be supported by an advocate or other person of their choice, and have the role of persons who are significant to the individual acknowledged and respected;
- To communicate in their preferred method and language, with access to interpreters or other support as required;
- Have their privacy respected, and that information about them is held securely and confidentiality;
- Access information that the service has about them, and to have that information explained to them;
- Be informed, in a way they understand, about the services we provide, how we provide them, and any associated benefits or risks;
- Make complaints if they are unhappy with any aspect of the service, without fear of reprisal, and have their complaints dealt with fairly and promptly;
- Appeal decisions made about them, and have their appeal dealt with fairly and promptly;
- Be informed if something goes wrong, and how the situation will be addressed; and
- Be informed about their rights in a way that they understand, and to be supported to raise concerns that their rights have been infringed.

Access4u will ensure that information related to the rights of customers is publicly displayed in an accessible manner, and that customers understand and are empowered to exercise their rights, and to be aware of their rights under the:

- Age Discrimination Act 2004 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Racial Discrimination Act 1992 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Relevant State or Territory Human Rights Instruments; and
- the obligations of providers under the NDIS Code of Conduct to protect the rights of participants;

Procedures

Commitment to Person-centred care

Access4u is committed to:

- promoting, upholding and respecting each customer's legal and human rights;
- ensuring that each customer receives high quality and safe care and services that meet their individual needs, goals and preferences, and feels safe, welcome, included and understood.

Customers will be empowered to have their identity and life experiences holistically considered, and to receive evidence-based care that is trauma-informed, and that is reflective of their needs, goals and preferences, as well as their right to maintain relationships and to express their sexual and gender identity.

Partnering and Co-Design Approach

Customers are involved in all aspects of the planning, delivery, and review of their care and services. We understand that engaging customers is essential for improving responsiveness and effectiveness of services and is integral to improved health and wellbeing.

Access4u is committed to implementing co-design principles to ensure that the organisation's care reflects the preferences and needs of customers.

Recording Information / Assessment

Access4u will involve customers in the development of their care plan to ensure that each customer's needs, goals and preferences are documented.

With the consent of the customer and their supporters, Access4u will ensure that key information about the person is recorded to inform the design and delivery of person-centred services, including:

- The preferred name of the customer;
- People the customer wishes to be involved in decisions about their care, including relevant family, supporters, and their nominated decision-maker;
- Care needs, goals, and preferences;
- Daily routines, habits, and interests;
- Personal care histories, including considerations related to providing trauma-informed care;
- Significant elements of the customer's identity, including background, sexuality, gender identity, culture, beliefs and life experiences;
- Whether the customer identifies as an Aboriginal or Torres Strait Islander person;
- The customer's communication needs or preferred methods of communication; and
- Any other relevant information.

Person-Centred Care Planning

Access4u is committed to ensuring that the care planning system is responsive to the priorities of customers and their supporters, and that services are provided in a manner which meet their needs, goals and preferences.

Access4u will partner with customers and their supporters to make plans and decisions about their future care.

Access4u will support customers to create a care and services plan which reflects their needs, goals and preferences. Access4u will regularly review each customer's care plan, and in response to any changes in circumstances related to the customer's care.

Access4u will ensure that each customer and their supporters understand their care and services plan, and that it is easily accessible and in a preferred format for the customer, their supporters and authorised workers or carers.

Cultural responsiveness

Access4u will support Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds to access culturally safe care, to maintain their connections in the community, and to access information and services in their language.

Access4u ensures that workers have:

- Appreciation and respect for cultural diversity and inclusive practices;
- A motivation to create a welcoming and inclusive environment;
- The skills to communicate effectively with people from diverse backgrounds;
- Awareness of the importance of cultural safety;
- Access to training on cultural competency;
- Feel safe to express their own diverse perspectives; and
- Support to raise questions and concerns related to cultural safety.

Communicating Effectively

Access4u will take steps to ensure that communication with customers is as accessible as possible, including through the provision of culturally sensitive information in multiple languages and accessible formats, the use of digital technologies to facilitate long-distance communication, and a system for accessing an interpreter.

Access4u will support workers to develop their communication skills and adopt best-practice tools to enable regular communication and information sharing with customers, their network of supporters and health care professionals, with details related to their care and services.

Professional and Trusting Relationships / Workers and Person-Centred Care

Access4u is committed to ensuring that workers have professional and trusting relationships with customers, and that customers feel that their views are considered and respected by workers.

Workers will be expected to:

- Form professional and trusting relationships with customers based on mutual respect, as detailed in the Access4u staff code of conduct agreement;
- Understand and uphold the rights of customers;
- Respect the privacy of customers;
- Respect the role of people important to customers, including their supporters, and other significant relationships;
- Understand that customers have the right to make decisions about how services are delivered, and have these decisions respected;

-
- Consider the wellbeing, comfort and quality of life of customers when providing services to them;
 - Coordinate and communicate information to customers, their supporters and others; and
 - Uphold and champion principles of person-centred care.

Workers will be supported through:

- Training, education, and resources to develop their capacity for providing safe and effective person-centred services;
- An organisational culture which values their safety, wellbeing, and active participation;
- Consideration and incorporation of the views of workers in the improvement of care services and delivery;
- Fair and transparent expectations of accountability in providing person-centred care consistent with ethical standards and legal requirements for quality and safe services.

Informed consent

Access4u is committed to ensuring that customers make well-informed decisions regarding the care and services they receive, as well as other decisions that impact their lives.

Workers will provide customers with all information specific to their care which may be relevant to their making an informed decision, including:

- Evidence-based information about the service including potential benefits, risks of harm, complications, side effects or other potential outcomes;
- Information and referral to services which may provide appropriate care alternatives;
- The consequences of not proceeding with the treatment; and
- Any other information which may materially influence the customer's decision making, impact their quality of life, or a matter raised by the customer themselves.

When obtaining informed consent, Access4u ensures that customers:

- Have the capacity to give informed consent consistent with all legal requirements and ethical obligations;
- Are given appropriate support to make a given decision where appropriate and necessary;
- Have their supporters included to the extent that the customer desires;
- Give their consent voluntarily, free from coercion or undue influence;
- Give their consent to the specific procedure being undertaken;
- Are given sufficient time for consideration; and
- Have enough information about the benefits and risks as well as alternative treatment options to make an informed decision.

Feedback and Continuous Improvement

Customers are consulted and asked to participate in reviews of service planning, customer safety and organisational quality improvement. Customers are encouraged to reflect on their experience with the organisation and provide information to assist the organisation to improve the delivery of services. Feedback is

gathered through online surveys, our customer reference group and our customer feedback and complaints process.

Access4u regularly collects feedback from customers to inform continuous improvement.

Access4u shares all outcomes from feedback processes with customers to ensure a collaborative process in quality improvement.

Access4u publishes customer feedback information on our website, our newsletter and our annual report.

Access4u will:

- Seek feedback from each customer on the care and services they receive, in order to continuously improve the care and services provided;
- Promote shared decision-making between workers and customers;
- Have clear and transparent processes for communication and feedback;
- Involve customers in the governance, design delivery, and review of care and services, and the systems for communicating and partnering with customers;
- Continuously improve our approach to inclusion and diversity; and
- Provide a safe process for customers to share views and concerns.

Quality Improvement and Governance

Access4u involves customers in its quality improvement and governance processes including:

- Incorporating customers' stories into board meetings to ensure that customers' needs and preferences are prioritised;
- Including customers as part of the governance group or strategic planning team;
- Gathering feedback on governance processes;
- Incorporating feedback from customers in the training of workers; and
- Including customers in reviewing incidents and complaints or audits