

Purpose and Scope	
<p>Access4u is committed to maximising access to the organisation’s services for everyone within the agreed target client group and to ensuring equity of access across eligible service users. Access4u will work within its available resources while endeavouring to optimise access for people to services and activities.</p> <p>Access4u will:</p> <ul style="list-style-type: none"> • identify and address barriers to access for people in the target group/s • use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users • use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered • regularly review how accessible services are and use this information to improve access wherever possible. 	
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
Organisation policies and procedures	<p>Service Promotion and Information Strategy</p> <p>Participant Risk Assessment Documentation</p> <p>A4u Policy Intake and referral</p>
Forms, record keeping, other documents	Onboarding Checklist

Procedures

Identifying barriers to access

Access4u provides services to meet the following:

Access4u supports people living with a disability in South Australia, who are eligible for NDIS, Aged Care, self-funded, and other Government funding sources. Access4u exists primarily to help people with disability to navigate the National Disability Insurance Scheme, optimising their plans and activating effective supports. Supports included, but not limited to Support Coordination, Improved Daily Living, Positive Behaviour Support, Community Access and Participation.

In order to identify barriers to access, the organisation will:

- compare the profile of service users with local population data and past service records on an annual basis to identify and groups who are underrepresented
- review relevant literature and practice experience
- consult with service users and/or their advocates, other agencies and staff
- seek advice from relevant community groups or members

CEO / Managers will be responsible for coordinating this process and reviewing the research outcomes as part of the annual planning process.

Ensuring physical and cultural access

Access4u will ensure the following:

- Its premises are located on public transport routes
- Its premises and facilities are physically accessible to people with limited mobility or disability
- Its opening hours provide access to the full range of service users
- Services are provided in as flexible manner as possible to meet the needs of individuals
- It maintains effective messaging systems for service users to contact the organisation
- Client areas are kept clean, comfortable and welcoming
- The cultural and language needs of people within the target group/s are identified and accommodated by working in collaboration with relevant providers and reviewing the Service Promotion and Information Strategy.
- Interpreters or bilingual staff are available for any person

Promotion of service

CEO / Managers will be responsible for developing and reviewing a service promotion and information strategy.

Access4u will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

This will include easy read documents in both word and pdf formats, our website access menu and translation menu. Upon need, information will be provided in other languages and formats.

General information about the organisation and its services and activities will be made available through various modes including, but not limited to, the Access4u website, easy read brochures (word and pdf versions), face to face consultation and information sessions. Access4u will also access interpretation and translation services, where applicable.

Monitoring access strategies

CEO / Managers will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations/planning.