



SECTION: Disability Service Standards

REF. NO: Section 5

TITLE: Service Access

1.0 Policy Statement

Peckys Limited policy of service access and exit ensures each individual that meets the eligibility criteria has access to the programs based on resources and relative needs. Access to the service is free from discrimination including but not limited to:

- Gender;
- Age;
- Class;
- Race;
- Sexual preference;
- Political or religious beliefs;

1.1 Should a client chose to leave the services of Peckys Limited, the organisation shall ensure the following;

- Investigation of alternative options for support;
- Explore the consequences with the person of exiting the program;
- Give each person the opportunity to meet with the appropriate staff and receive support and advice;

1.2 Peckys Limited reserves the right to withdraw, reduce or suspend any service provision following consultation with the person, their family, carer, guardian or advocate, if the programs cannot meet the person's needs or if the person places themselves, others and staff at risk and the risk cannot be reduced by the resources provided. The safety and health of all people within our service and the community is a priority.

2.0 Purpose

The purpose of this document is to ensure Peckys Limited meets legislative requirements, and encourage the involvement from the client and significant others in meeting the NSW State Standard 1: Service Access.

2.1 Peckys Limited shall ensure that each program develops criteria within the funded guidelines for entry and exit to services.

Document References

- NSW Disability Service Act 1993
- NSW Disability Standards 1993
- NSW Human Services Department funding guidelines

Forms

- Peckys Limited application for service



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1.0 Procedure

Peckys Limited access procedures of each program shall include:

- Eligibility for service access;
- A non discriminatory process;
- Assessment of a person seeking a service to meet the entry criteria;
- Referral mechanisms, should Peckys Limited not be able to meet the applicants needs;
- Process for waiting lists;
- Process of applications;

2.0 Upon entry to a service the client shall be informed of:

- Type of information collected about them and why;
- Trial periods;
- Policy and procedures of Peckys Limited.

2.1 Where a conflict arises regarding the non acceptance or acceptance of a person into the service, an external advocate may be invited to assist in resolving the conflict.

3.0 Peckys Limited exit procedures of each program shall include:

- Reasons person is exiting the program;
- Advice and support to be provided to the person to ensure they make an informed decision;
- Consultation mechanisms to ensure all possible course of action have been taken before the exit process is finalized;
- Referral to alternative services;
- Information relating to re-entering Peckys Limited services at a later date;

3.1 Any person leaving Peckys Limited shall be offered the opportunity to have an exit interview. Exit interviews shall be conducted and documented prior to the person leaving the service.

3.2 Where it is identified that the person is leaving due to dissatisfaction with the service, they shall be encouraged and supported to raise a complaint as part of the grievance procedure.

4.0 When a person is absent from a program for seven consecutive days without notice, Peckys Limited will attempt to make contact with the person or next of kin to determine the reason for the absence.

4.1 Where absence continues for a calendar month without response, Peckys Limited shall take the necessary steps as determined by the funding agreements to exit the person from the service.