

2. Service Standards

2.7 Accessible Services Policy

2.7.1 Policy Connections

NDIS Quality and Safeguards Commission Practice Standards v3 2020 - 3 Provision of Supports, Disability Services Act 1986 (Commonwealth), Disability Discrimination Act 1992 (Commonwealth); Aged Care Quality and Safety Commission Aged Care Quality Standards 2019 – 2 Ongoing Assessment and Planning with Consumers.

2.7.2 Policy Statement

Access to EverAbility Group (EverAbility) services is clear, transparent and non-discriminatory so that all people are treated equitably and fairly.

2.7.3 Equal Opportunity

EverAbility values diversity, encourages fairness and justice and is committed to promoting equal opportunities within its organisation. EverAbility wants equal chances for every person with a disability to work, learn and live free from discrimination and victimisation. Wherever possible, EverAbility will use its position of influence within the broader community to help overcome discriminatory barriers.

EverAbility offers services fairly to all people and anyone with whom we engage is treated with respect. We make provision for those groups within the community whose needs and expectations are less well met.

2.7.4 Service Access

2.7.4.1 Eligibility

EverAbility's services are available to people in Western Australia and Tasmania who have a disability that:

- is permanent or likely to be permanent;
- results in a significantly reduced capacity in one or more activities of daily living such as communication, mobility, decision making, personal care or social skills and who are either entitled to:
 - an individualised funding package;
 - funding through the National Disability Insurance Scheme; or
 - funding through My Aged Care;
- can self-fund; or
- if unable to secure funding from any source can be supported by EverAbility's philanthropic reserves.

2.7.4.2 Accessibility

EverAbility makes its services as accessible as possible by:

- Removing Barriers
 - providing services in a flexible and responsive way to meet each client's individual needs and goals; and
 - adopting, applying and promoting service eligibility criteria that, consistent with EverAbility's contractual obligations and purpose, is non-discriminatory regarding age, gender, race, culture, religion or disability.
- Promoting
 - producing service information that is easy to read (including Easy English versions), widely available and adaptable to a range of standard-print alternative formats and in languages other than English;

- regularly updating the website with information about how to access services and other organisational news;
 - installing large, visible signage on our buildings and offices;
 - identifying workers with name badges or identification cards as appropriate; and
 - distributing service-related brochures to our major affiliated organisations.
- Networking
 - attending and displaying at conferences and expos and other related public events; and
 - engaging with other service providers to build strong referral networks.
- Consulting
 - regularly engaging with our clients and other stakeholders to seek their feedback and suggestions;
- Communicating with each client in their preferred format.

2.7.5 Service Exit

EverAbility promotes the health, wellbeing, safety and security of its clients and acknowledges that sometimes the best outcome for our client is to exit EverAbility services. EverAbility acknowledges that each individual has the right to refuse a service or to leave EverAbility at any time they chose without giving a reason.

A client may discontinue receipt of service because the:

- service objectives have been achieved;
- service is no longer able to meet the client's needs or assist in achieving chosen goals;
- client decides to move to another service provider;
- client relocates beyond EverAbility's service area; or

- resources or funding are not available.

In exceptional cases, EverAbility may not be able to continue to provide services and might negotiate cessation if:

- the client is unwilling to meet the reasonable conditions required in their support plan, affecting the safe delivery of a service and the health and safety of the workers;
- changes in the client's health, abilities or behaviour result in service needs requiring skills and expertise beyond EverAbility's capacity to deliver;
- the client and EverAbility have not been in contact for a period of 3 months; or
- the client or someone with connections to the client engages in behaviour unacceptable to EverAbility encompassing violence, abuse, aggression, being under the influence of alcohol or any substance that adversely affects behaviour, theft or property damage.

When a client wishes to exit the service, or EverAbility is no longer able to provide the services required, EverAbility will:

- be fair and transparent;
- follow due process and uphold the rights of individuals;
- protect the safety and integrity of workers and clients;
- provide all relevant referrals;
- assist in transitioning to new organisation(s);
- provide information about accessing EverAbility services in the future; and
- seek feedback to help inform and improve service exit for others.

Any decision to refuse service will be reported by the CEO to the Board and to any funding providers as appropriate. The client's record, with alert flag and qualifier added, will be held on EverAbility's client management system. Access to the record will be controlled and restricted to appropriate, relevant staff members only.

Policy Management and Review History

Owner	Manager Centre-Based Services
Approver	CEO
Frequency	3 yearly
Version	V1.0
Date Ratified	September 2020
Next Review	August 2023

Review History

- [Review history]
- This policy supersedes – Equal Opportunity Policy, Service Access Policy, Service Completion and Exit Policy, Service Refusal Policy