

3.0 Service Access and Delivery

Effective Date: 29 September 2021

Version 4.0

Industry Standards

National Disability Standards: Standard 2, 3 & 5

Attendant Care Industry Standards (2018): Level 1 Part 3

NDIA Practice Standards and Quality Indicators: Core Module 3

Community Connections Australia (CCA) seeks to build choices and options for people with disabilities and their families. Every person receiving supports should be active, visible and independent within their community and society in general. Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

Purpose

This policy is to ensure that access to CCA Services and supports are clear, transparent and non-discriminatory and barriers to accessing services are identified and removed. When services are not available, referral to alternative service options are explored. All supports provided are:

- Individualised and person-centred.
- Planned and reviewed regularly with each person and others they may wish to have involved.
- Flexible and nimble to changing circumstances.
- Innovative and responsive to enable participation and inclusion in all aspects of support.

CCA offers supports to people living with a disability, regardless of their disability type, age, gender, culture, heritage, language, faith, sexual identity, relationship status or other personal factors.

Policy Statement

Entry into services provided by Community Connections Australia (CCA) will be based on criteria of the needs and aspirations of a person, the ability of the organisation to provide the appropriate resources to meet those and other practical requirements of service provision.

Our service systems and processes are delivered in a flexible and individualised manner so as to increase choices and options and maximise autonomy and independence. Each person is making decisions in every area of their lives and the service they receive. In accordance with the person's wishes family, friends, carers and advocates are actively included in the planning process.

If CCA is not able to provide all aspects of the requested services we will support the person to find other suitable providers. CCA will provide whatever information and processes that a person requires so as to make an informed decision.

Scope


This policy applies to all current and potential people receiving services and all CCA staff members.

Policy Principles

1. CCA recognises the importance of each person's values and beliefs and personal lifestyle choices and will provide services and supports that are respectful, in a fair manner and without discrimination or favouritism.
2. CCA does not discriminate against any person, regardless of their sex, race, marital status, personal relationships, class, cultural background, or political or religious beliefs.
3. Information about the range of supports and services provided can be provided in formats that are readily accessed, easily understood and communicated to a diverse mix of people.
4. Each person who decides to have CCA as their service provider will sign a service agreement that details how their support will be provided and the costs associated with this service. A copy of this agreement will be retained by the individual and their nominated significant others. This agreement is reviewed annually or if circumstances change. This service agreement can be provided in formats that are readily accessed, easily understood and communicated to a diverse mix of people.
5. CCA has every person at the centre of decision making, exercising their choice and control over the supports and services they receive. Every person has the right to make their own decisions and to have choices about how they live their life and to choose the day, time and locations of their supports.
6. Each person's needs are identified through an assessment process involving the person, their family or significant others and CCA. As part of the initial assessment process CCA will also undertake a risk assessment and develop risk minimisation strategies to form part of the planned support that the person receives.
7. Each person in collaboration with CCA, will develop a formalised service plan which outlines the delivery of services.
8. CCA will work with each person to ensure they are active and valued members of their chosen community and when requested will work together with people to connect to families, friends and their chosen communities as part of the planning process.
9. Each person is supported to develop, monitor, review, assess and adjust their plan as their lives or goals change. At a minimum this will be undertaken annually.
10. CCA shall develop and maintain community networks that will support each person to maintain and further develop connections with the community so that the person is included and valued. CCA will link people to other services within their local and area-based communities so as to provide an integrated and flexible service that effectively meets the person's needs.
11. If there are potential barriers to accessing services, such as location or staffing, CCA will monitor and address those barriers on a case-by-case basis with the person.

CCA OVERARCHING POLICY

12. When a service no longer meets these needs or wants, it is the right of a person to exit the service with as little red tape as possible. Leaving the organisation will not preclude a person coming back for other similar services if the entry criteria are met.

Prepared: 
(Chief Executive)

Date: September 2021

Approved: 
(Chair - on behalf of the Board)

Date: September 2021

Related CCA Overarching Policies:

1. Human and Legal Rights
2. Governance and Service Management
4. Service Environment

Refer to Table of Contents for full list of operational policies and procedures applying to this policy.

Related Legislation and Policies:

- Ageing and Disability Commissioner Act 2019 (NSW)
- Attendant Care Industry Standards 2018
- Carers Recognition Act 2004
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Guardianship Act 1987
- United Nations Convention on The Rights of Persons with Disabilities 2007
- National Standards for Disability Services 2013
- National Disability Insurance Scheme (NDIS) Act 2013
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Quality Indicator Guidelines 2020

Document History

Note: Reviewed and rewritten policies and procedures took effect on 1st December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary.

Version Number	Review Date	Revision Details
1	2016	Original Policy
2	2017	Document Review- NDIA standards
3	2018	ACIA 2018 and NDIA Standards referenced
4	2021	Revised- policy statement & principles (<i>previously 5.0 Overarching Policy</i>)

Next Review Date: October 2022