

## Entry Criteria

Community Connections Australia (CCA) firmly believes that every person has the right to find and use the service that best suits their needs. Everyone is allowed to ask if they can receive support from CCA.

People are not denied access to support because of their sex, their race, if they are married or not, their sexuality or their sexual preference, their cultural or linguistic background or religious beliefs. We treat everyone equal and the same as everyone else.

CCA makes sure that you can get the supports you need. We will provide information in different ways – this will help everyone understand what they need to know about our service. We will give you information on paper, by email, or speak to you face to face. We will give you information in any language that you speak, or get someone to help you understand the information in your own language.

## How Will CCA Provide Me With A Service That I Need?

We will talk to you about what you want from your service and see whether we are able to provide those supports to you. We can do this in person, over the phone or via email.

If you are interested in getting support services from CCA and would like more information or to talk further we would come and visit you and talk more in depth about your support requests - a "Meet and Greet".

This gives you and CCA the opportunity to have an open conversation so that if you choose to have us as your provider you are aware of your rights and responsibilities, your support requirements and discuss a possible start date.

If you can't use this service then we will explain to you the reasons why we are not suitable for you. If we are not the right service for you, we will put you in touch with another service or organisation that may be better placed to help you.

## What Happens Next?

You need to let us know of your choice - if you choose to have CCA as your provider we will work together to develop your personal (service) plan that will determine how you receive your supports and what goals or outcomes you want from your support.

We will develop your Service Agreement that gives clarity to both you and the organisation about the supports that will be provided and how they will be delivered. We will undertake a risk assessment to make sure everyone is safe when receiving supports. We will support you with a transition plan if you require additional support to ensure your needs are met.

We will arrange a start date and then commence support. You can let us know at any time if you want more information.

