

1 Accessible Services Policy

1.1 Purpose

This policy highlights the commitment of 360 Health + Community (360) to ensuring that our services are non-discriminatory, easy to access, and welcoming of people regardless of their diversity or disability.

1.2 Policy Statement

Access to services provided by 360 is clear, transparent and non-discriminatory, so that all people are treated appropriately, equitably and fairly.

1.2.1 Principles of Equitable Access to Services

- Information about 360 services will be easy to read, widely available and adaptable to individual needs;
- Our services are available to consumers when and where they are required in a welcoming, private setting and provided in a flexible and responsive way to meet each person's individual needs and goals;
- When deciding on eligibility for access to our services, 360 will adopt apply and promote non-discriminatory rules in respect of age, gender, race, culture, religion or disability, consistent with the contractual obligations and purpose of our association;
- 360 will work with other organisations and community supports to share information and ensure care is coordinated to optimise outcomes for consumers, their families and carers;
- All 360 services are delivered by suitably qualified, experienced and supervised professionals to ensure the correct level and type of care is provided or offered to our consumers. Our workforce is highly experienced in delivering trauma informed, culturally appropriate care, always mindful of the unique circumstances, experiences and needs of each individual;
- Exiting of the service is planned with the consumer wherever possible and supported by referral to other supports where appropriate;
- 360 regularly seeks feedback from people who access our services to help improve service access for others through surveys.

1.2.2 Access

360 is committed to ensuring that all service locations are accessible to all persons. Accessibility means more than being able to get in the building. 360 acknowledges that many people and communities which we support are from culturally and linguistically diverse backgrounds and that our services need to be provided in a culturally responsive and equitable way.

360 recognises that whilst the Disability (Access to Premises - buildings) Standards 2010 do not apply to existing buildings, 360 will seek to ensure that dignified, equitable and reasonably achievable access to buildings that it may occupy in the future will be provided for people with disability.

360 facilitates physical and cultural accessibility in the following ways:

- 360 will not refuse access to services on the basis of gender, culture, disability, age, spoken language, religion, ethnicity, beliefs, sexual preferences or medical conditions.

- Where possible, all our entrances, hallways, washrooms and meeting rooms allow access for wheelchairs and for people using mobility aids and we will seek to provide dedicated parking bays for people with disability;
- Meeting rooms have easy access chairs;
- Interpreters (language and sign) and translated materials will be made available for people who may require them;
- The use of augmentative and alternative communication methods are used to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language, including large print, tactile communication, easy English, accessible multimedia and accessible information and communication's technology;
- 360 workers undertake cultural sensitivity training to increase the capacity of our service to all the people we support;
- 360 will strive to address inequities in health outcomes so that there are no unfair differences in health status and will support services to develop capacity to address specific access problems based on an understanding of barriers to equal quality care faced by different population groups.
- All individuals, families, friend and carers are given the opportunity to provide feedback, detailing how satisfied they are with the service provided to them, and provide suggestions for improvements. Where literacy is an issue, people will be offered support to provide feedback.

1.2.3 Exiting Services

360 promotes the health and wellbeing, safety and security of all people receiving services and acknowledges that sometimes the best outcome for someone we support is to exit 360 services. 360 acknowledges that each individual has the right to refuse services or to leave 360 at any time they choose, with or without reason.

Individuals may choose to exit 360 services/programs under the following circumstances:

- The consumer has achieved, or is working towards achieving their goals;
- Consumer support needs would be best met by another service;
- The consumer moves and is no longer able to attend the service;
- The consumer engages in behaviour which is unacceptable to 360, such as violence, abuse, aggression, theft or property damage;
- The consumer (and/or family/friend if unable to give consent independently) withdraws consent for 360 support;
- The consumer does not return to the service.

360 may request a consumer to give notice of an intention to exit services so that an appropriate exit plan and supportive referrals and arrangements can be made.

If the client has not had contact and has not indicated that they no longer wanted to attend 360 services, the allocated team member is required to make reasonable efforts (two phone calls and a letter where appropriate) to contact the client, prior to closing their file and exiting them from the service. There should be no cases of client files remaining open for longer than four weeks without any attempts to contact the client.

When someone wishes to exit services, or 360 is no longer able to provide the services required, 360 will:

- Be fair and transparent;
- Follow due process and uphold the rights of individuals;
- Protect the safety and integrity of workers, the people we support and their families;
- Provide all relevant referrals and recommendations;

- Assist in transitioning to new organisation(s);
- Provide information on re-entering 360 services in the future;
- Seek feedback to help inform and improve service exit for others.

Each program has its own protocol for following up clients who do not attend or cease attending.

Following exit, the relevant staff member will provide in writing a letter advising the client they have been exited from service. The letter should contain the following information:

- encouragement to the client to return to the program should they require (either through self-referral or via their GP);
- provide advice to the client that they may be asked to complete an exit survey and
- any additional referral recommendations, such as returning to their GP, or crisis numbers;
- enter exit information including reason for exit (if known), in Mastercare client record;
- advise the referring agency (if any), of exit and forward/hand over any relevant information to as agreed with client on entry or exit.

1.1.4 Re-entering the service.

Consumers may choose to re-enter a 360 program following a period of being 'closed'. Depending on the length of time since the consumer was last seen, they may be referred back to intake and be re-assessed. Where possible and if requested by a consumer, every effort will be made to link the consumer back with the same team member that they saw previously.

The expiration of the original referral will depend on the program scope and in some programs, consumers can re-refer themselves.

1.3 Policy Connections

National Standards for Disability Services Standard 5 Service Access, Disability Services Act 1986 (Commonwealth), National Standards for Mental Health services 2010, Disability Discrimination Act 1992 (Commonwealth), Guardianship and Administration Act 1990 (Commonwealth), WA Disability Services Act 1993, Human Rights and Equal Opportunity Commission Act 1986 (Australia), Equal Opportunity Act 1984 (WA) as amended, WA Disability Services Regulations 2004, Australian Standard (AS) 1428-Design for Access and Mobility, Clinical Governance Framework, Rights Policy, Service Charter, Service Delivery Policy.

1.4 Review.

Accessible Services Policy Endorsement			
Frequency	Responsibility	Ratified	Next Review
3 Yearly	CEO		April 2019