

Service Access Policy 2013

- Subject :** Aged and Disability Services - Service Access
- Description:** The Uralla Shire Council's Service Access Policy ensures that consumers receive services based on equity, consultation, consideration of resources, and program eligibility.
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Objectives:**
- To provide equitable access to services.
 - To offer services to eligible consumers if funding is available and the consumer's needs can be met by an available service.
 - To operate a prioritised waiting list for potential consumers.
 - To refer ineligible people to other services if appropriate, or provide information about lodging a reapplication.
 - To provide access to services for people with special needs.
 - To ensure staff are appropriately trained and educated in processing new consumers.

Policy:

Overview:

Uralla Shire Council will afford consumers access to services in accordance with their needs and available support services.

Policy Statement:

The Uralla Shire Council will ensure that consumers have access to its services if they are eligible, if funding is available, and if the required services are offered by the Council.

The Council will ensure that services are promoted in the local service area, and that the information includes available services, target groups and eligibility.

Community members can be referred (with their consent) by the ACAT, their doctor, other health professionals, family members or people in the community. The person can also self-refer. Referrals are entered into a prioritising tool to determine the person's placement on the waiting list (if necessary).

Staff are responsible for assessing all referrals by following correct procedures. Staff must hold the appropriate qualifications, and are provided with regular training as necessary.

Information about eligibility, available services and the circumstances that would lead to the cessation of services is provided to the consumer as part of the assessment process.

Uralla Shire Council is committed to assisting people with special needs to access services, for example:

- Aboriginal and Torres Strait Island people who require culturally sensitive services.
- non-English speakers who require translation.
- people that do not read or write who require additional verbal explanations.
- people with dementia who require an advocate.

Eligible consumers will either commence services or will be placed on the waiting list. They will be advised of their position on the waiting list at regular intervals.

Those who are deemed ineligible will be referred to other services if appropriate, and will be given information about resubmitting an application or lodging a complaint if necessary.

Consumers and carers are not excluded from access to the service on the grounds of their gender,

marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay, geographical location or circumstances of the carer unless funding identifies a special target group.

Exemptions: Nil.

Other Matters: Nil.

Responsibility: **Councillors** are responsible for adopting the Policy and providing adequate resources.

Directors and Managers are responsible for ensuring that policies and procedures are up-to-date and are followed.

Staff are responsible for ensuring equitable access to services for consumers and following appropriate procedures.

Review: This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

Resolution # 248/13: 27 August 2017