

TOP CARE LIFESTYLES SERVICE ACCESS POLICY

Standard 5: Service Access

Each person is assisted to access the supports and services they need to live the life they choose.

Overview

People with a disability require fair and equal access to a broad range of supports and services to achieve their life goals and participate in their communities.

In a changing environment with a stronger focus on person centred approaches, services must be provided in ways that are flexible and responsive to each person's goals so they can participate in a range of activities like everyone else in the community.

POLICY STATEMENT

While providing service to people with disabilities and / or the aged, Top Care Lifestyles will provide individuals, their families, carers and advocates with information about the range of supports and services they can access within their community. This means they can make informed decisions about which options best suit their individual and cultural needs. This information draws on broader community networks and services.

Top Care Lifestyles ensures that people with a disability are treated equally and fairly by providing them with consistent messages about service availability and service access procedures. Top Care Lifestyles believes that this approach builds confidence for people with a disability, their families, carers and advocates, that they can access services in a clear, transparent and predictable way.

Top Care Lifestyles will seek feedback from people with a disability about their experiences in accessing Top Care Lifestyles so we can understand what works well and what could be improved. Top Care Lifestyles will work with people to identify and address any barriers to service access and will continuously improve people's access to its services.

To place the needs of people with a disability at the centre and promote their access to other supports and service options, Top Care Lifestyles will work with other organisations to share information and build a strong and responsive referral network.

Legislation

Top Care Lifestyles recognises that it has legislative obligations, which are monitored and maintained.