



# JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 1c	<b>SERVICE INFORMATION</b>
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<b>Applies to:</b>
<b>Specific responsibility:</b>

<b>Version:</b>
<b>Date approved: 5 Aug 2014</b>

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	Education and Care Services National Regulations, NDIS Practice Standards
Legislation or other requirements	Children (Education and Care Services National Law Application) Act 2010 No 104, Disability Services Act
Contractual obligations	National Disability Insurance Agency

## POLICY STATEMENT

Jumbunna ensures that information about the organisation's services and activities is made available to current and prospective service users, referral and partner agencies, other stakeholders and the general community, in a format that is understandable and accessible to them.

Accurate and up to date service information will be made available to enable:

- new or prospective service users to make informed decisions about their use of the service
- referring agencies to make appropriate referrals
- staff to discuss and negotiate the expectations of service users or referring agencies.

## PROCEDURES

### Scope of information

Specific information about services will be provided to potential service users, referring agencies, and community members that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated, terms and conditions of service and how applicants are prioritised
- other service information, including costs or fees

General Manager will be responsible for, planning, developing, and reviewing service information.

### Information for clients

Jumbunna will ensure that information to clients is provided in a timely, understandable, and accessible format which is tailored to the client's individual needs. In this way, clients should be able to make well informed decisions.

Clients are supported to understand information surrounding:

- Agreements they are required to enter;
- Terms relating to their rights and responsibilities;
- The care to be provided; and
- Fees and other charges to be paid.

Jumbunna will take into consideration factors such as age, cognitive ability, health, religion and cultural background into account when providing service information to clients. For example, an elderly person with limited dexterity will not be provided with information via a mobile app, instead Jumbunna would consider verbally communicating the information to the client. Jumbunna also promises clients sufficient time to consider and review their options and seek external advice.

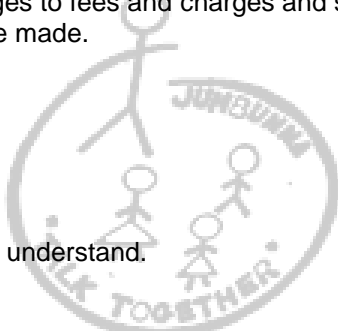
Jumbunna will also endeavour to involve participants and their families in the planning of service delivery and information. Jumbunna will ensure clients have input into their preferred method of communication regarding the services they are receiving. If the client is not proficient in English, Jumbunna will provide a translator or translating aids to ensure the client understands the information being communicated.

### **Information Regarding Fees and Payments**

Jumbunna implements a system to ensure that prices, fees and payments are accurate and transparent for clients. It informs clients about any changes to fees and charges and seeks their informed consent to implement these changes before they are made.

Jumbunna will ensure that invoices are:

- Timely;
- Accurate;
- Clear; and
- Presented in a way that clients will understand.



Jumbunna will promptly address any overcharging, and provide refunds to clients where necessary.

### **Publication and distribution of information**

General Manager will be responsible for the publication and distribution of service information.

The General Manager and NDIS Coordinator will be responsible for the distribution of service information via written, verbal and a variety of platforms such as email, website, face to face or phone calls.

## DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Service Charter and Information Book

Policy Name:	Service Information	Policy Number:	
Date Approved:	March 2024	Approved By:	Senior Management Team
Date Issued:	March 2024	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved March 2024 and replaces the version approved 24 August 2023.		

