



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 2b	ACCESS TO SERVICES
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Responsibilities and delegations	
This policy applies to	All Board Members, Staff, Volunteers
Specific responsibilities	
Policy approval	Jumbunna Board of Directors

Policy context – this policy relates to:	
Standards	NDIS Practice Standards; ECEC Quality Standards
Legislation	NDIS Practice Standards
Contractual obligations	Disability Services act
Organisation policies	ECEC Enrolment and Orientation QA 6a
Forms, record keeping, other documents	Risk Assessment Form

POLICY STATEMENT

Jumbunna is committed to maximising access to the organisation’s services for everyone within the agreed target client group and to ensuring equity of access across eligible service users. Jumbunna will work within its available resources while endeavouring to optimise access for people to services and activities.

Jumbunna will:

- identify and address barriers to access for people in the target group/s
- use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users
- use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered
- regularly review how accessible services are and use this information to improve access wherever possible
- complete a risk assessment on entry into Jumbunna’s NDIS supports/services

PROCEDURES

Identifying barriers to access

Jumbunna provides services to meet the following:

Jumbunna provides services to children, families and young people. We provide a diverse range of supports and services to meet a wide range of needs, including therapy, education, family support, playgroups, parenting programs, transport and resource library.

In order to identify barriers to access, the organisation will:

- consult with service users and/or their advocates, other agencies and staff
- seek advice from relevant community groups or members

The General Manager will be responsible for coordinating this process and reviewing the research outcomes as part of the annual planning process.

Ensuring physical and cultural access

Jumbunna will ensure the following:

- Its premises and facilities are physically accessible to people with limited mobility or disability
- Its opening hours provide access to the full range of service users
- Services are provided in as flexible manner as possible to meet the needs of individuals
- It maintains effective messaging systems for service users to contact the organisation
- Client areas are kept clean, comfortable, and welcoming
- The cultural and language needs of people within the target group/s are identified and accommodated

Promotion of service

The General Manager will be responsible for developing and reviewing a service promotion and information strategy.

Jumbunna will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

This will include the Information and Service Charter, web page, Facebook, face to face.

General information about the organisation and its services and activities will be made available

Monitoring access strategies

The General Manager will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Access to Services	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.2	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		