

# Service access policy

## Purpose

To outline how we make it easy for clients to enter and exit our services.

## Scope

This policy applies to all Services except schools and pre-schools.

## Policy statement

We provide services for clients who are Deaf/hard of hearing and/or blind or have low vision. All services provided are fair and non-discriminatory. Information is communicated to clients using the language, mode of communication and terms that they are most likely to understand.

Clients accessing RIDBC services have one point of entry through the Client Care Team who respond to and triage all enquiries and distribute them to relevant services for action.

Services are planned and delivered around client needs.

We help clients use their NDIS and other funding effectively. As a charity we work with clients who do not have access to funding to provide services. There is also the option to access our services as fee paying clients.

We have a duty of care to provide clinical services and therapy that meet Australian standards for healthcare, safety and disabilities services.

Each client and/or their family/carer work with us to develop their own plan that meets their needs, goals and preferences. This is outlined in a service agreement between RIDBC and the Client. All costs are clearly defined in the agreement.

We are committed to providing relevant, high quality services to clients of all ages and cultural backgrounds who are Deaf/hard of hearing and/or blind or have low vision. We are not-for-profit and as such are committed to supporting the community by giving access, delivering services and linking with partners to enable clients to fulfil their potential.

## Policy

If we are not the most appropriate service to support a client, we will help clients access other services that better meet their needs. We will also support clients by providing the information they need when leaving our services.

## References

Clients rights policy

Diversity policy

Service agreement