

# Service Access Policy

## Purpose

The purpose of this policy is to set out the circumstances and conditions under which a customer can access and exit services provided by Spectrum Therapy Australia.

## Scope

This policy applies to all Spectrum Therapy Australia services, staff and customers and is framed around Standard five (5) of the National Standards for Disability Services (NSDS).

Service access is about how a person can receive services based on the service they seek, their eligibility for that service, relative need and available resources. It also states the circumstances in which they can exit from the service.

## Policy Statement

Spectrum Therapy Australia is committed to ensuring access to services and supports are fair, equitable and transparent and that processes are applied consistently.

1. Access to services and supports may be dependent on a range of factors, including location, an individual's identified needs, funding and the resource capacity of the service. Information on eligibility, services and supports are readily made available to potential customers and agencies. Where services can not be provided the individual is supported to access alternative services or agencies.
2. Spectrum Therapy Australia aims to assist a range of clients from 2-65 years of age within the local area. In some cases we may be able to travel outside of area to assist clients, depending on availability. We assist individuals with a range of presentations including intellectual disability, autism, anxiety, depression, Attention Deficit Hyperactivity Disorder, challenging behaviours but may need to refer clients on who present with high medical needs, this will be determined following initial consultation.
3. Spectrum Therapy Australia is committed to supporting individuals to understand criteria and processes regarding access to, and use of, our services.
4. Spectrum Therapy Australia will conduct regular reviews to identify and respond to any potential barriers to access.

5. Spectrum Therapy Australia recognises the right of customers to transfer to an alternative service.
6. Spectrum Therapy Australia reserves the right to withdraw services in situations where its duty of care responsibilities, to either its customers or staff, is demonstrably compromised.
7. Where Spectrum Therapy Australia can not provide services staff will encourage potential clients to review the services listed on the website
8. Where a service can not be provided due to a lack of capacity, Spectrum Therapy Australia will maintain a waiting list for eligible customers. Spectrum Therapy Australia shall serve individuals from the waiting list as funds or places become available on a first-come, first serve basis unless Spectrum Therapy Australia has determined the person:
  9. Requires immediate services as part of a crisis intervention program;
  10. Unless a person is the best fit based on compatibility for that service
    - i. for both the individual wanting to access the service and others already accessing it.
11. Spectrum Therapy Australia will provide opportunities for customers to provide feedback on entry and exit procedures and their experience of accessing our services.

#### Your right:

To access the services you need at Spectrum Therapy Australia or we refer you to someone else that can assist Our Service Access Policy ensures we:

- Have fair processes to enter and exit services
- Reduce barriers to accessing services
- Structure services to respond to your need
- Provide information on our services in a manner you understand
- Support transfers within Spectrum Therapy Australia and to external agencies
- Assist you to access alternative services and/or agencies
- Meet our duty of care to you and others
- Have a waiting list of customers for services that can not be provided immediately

The following situations may lead to client exit from Spectrum Therapy Australia programs/services:

- The client has achieved, or is working towards achieving, the goals stated in the individualised treatment management plan
- Client treatment needs would be best met by another service
- The client tells Spectrum Therapy Australia that he or she no longer needs its services

- If you do not show for your appointment, on more than two occasions we will be unable to continue providing services.
- The client moves out of the Spectrum Therapy Australia service area
- The client engages in behaviour which is unacceptable to Spectrum Therapy Australia such as violence, abuse, aggression, theft
- The client does not abide by Spectrum Therapy Australia's cancellation policy

Spectrum Therapy Australia can provide you with this policy and/or can discuss any aspects of it with you should you require more information.