SERVICE ACCESS POLICY

NSW Disability Service Standard 5: Service Access

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

Overview

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

In a changing environment with a stronger focus on person-centred approaches, these services must be provided in ways that are flexible and responsive to each person's goals.

POLICY STATEMENT

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

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

So that TAD can understand what works well and what could be improved, it will seek feedback from its customers about their experiences in accessing TAD's services. TAD 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, TAD will share information with other organisations to build a strong and responsive referral network.

Legislation

TAD recognises that it has legislative obligations, which are monitored and maintained in its Legal & Regulatory Compliance Register.