

Service Access Policy

This policy is to ensure that Pinarc's services are accessible, on the basis of individual needs and choices, subject to the available resources and to ensure a fair and transparent process is followed for people wanting to access services provided by Pinarc.

Principles

Pinarc is committed to providing a service that will:

- Respond flexibly to the customer's goals and plan
- Maximise choice and independence
- Foster collaboration with local services
- Acknowledge the important role families have in assisting their family member to realise their individual, physical, social, emotional and intellectual capacities and goals
- Proactively cater for additional factors, including gender, cultural or first nations background or location, which may potentially increase any disadvantage experienced
- Have regard for the needs of customers and preserve and promote relationships between the customer, their family and other people who are significant in the life of the person with a disability
- Have regard for staff, visitor and customer safety

Fees and Charges

Information about services and associated costs is part of the Service Agreement with the customer.

Timelines for Services

A waitlist exists for Therapy Services. Pinarc will communicate with customers on the waiting list regularly to provide updates.

We aim to complete intake for all other services within 10 business days of a customer enquiry.

Some programs, such as camps and holiday programs, have cut-off dates for enrolment to allow for appropriate planning.

Group program participants are able to access timetabled programs of their choice, provided Pinarc have appropriately trained staff available.

Refusal of Request for Service

Through the intake process, Pinarc will conduct an assessment to ensure the customer is suitable for the programs and staff we have available. In all instances Pinarc will aim to provide the services and supports a customer chooses. On some occasions we may not have suitable programs or suitably trained staff to provide the chosen supports. In these instances, Pinarc will decline the request for service.

While services are being provided, risk assessments, such as Home Safety Checklists and reviews of Incident Reports will be conducted, as needed. These will include psychosocial risks arising from violence, aggression and abuse. Where the health and safety of staff or other customers is at risk, Pinarc will work with the customer, and their family or carers where appropriate, to modify service provision to ensure the health and safety of staff and other customers. Where the safety issue cannot be resolved or mitigated, Pinarc may refuse to provide further services..

Pinarc may decline a request for service when a customer lives outside of the geographical regions that we service and the supports are not able to be delivered online, or the customer does not have NDIS or other funding, and is not able to self-fund for services.

When possible, Pinarc will provide information for the person to access alternative service providers, and when needed take the necessary steps to ensure a smooth transition of services