

Service Access Policy

To ensure that Pinarc's services are accessible, on the basis of individual needs, subject to the available resources. To ensure a fair and transparent process is followed for individuals intending to access services provided by Pinarc.

Principles

Pinarc is committed to providing a service that will:

- 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 respond to diverse needs, including gender, cultural or first nations background or location, which may potentially increase any disadvantage experienced
- Have regard for the needs of people with disabilities and preserve and promote relationships between the person, 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 proactively communicate with customers on the waitlist when sessions become available with a therapist with the appropriate skills and experience relevant to the customer's stated goals. From time to time, Pinarc may need to close waitlists when wait times become excessive.

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 participant is suitable for the programs and staff we have available. In all instances Pinarc will aim to provide the services and supports a participant 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 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 participant, and their family or carers where appropriate, to modify service provision to ensure the health and safety of staff and customers. Where the safety issue cannot be resolved or mitigated, Pinarc may refuse to provide further services.

Pinarc may cease services where invoices remain unpaid.

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 participant to access alternative service providers, and when needed take the necessary steps to ensure a smooth transition of services.

Pinarc will not refuse service to any customer based solely on their COVID-19 vaccination status. This information, as it pertains to customers, their families and carers, is neither requested or collected.