

SERVICE ACCESS POLICY

Hands & Feet is committed to maximising access to our services for everyone within our agreed target group. We provide equal access for people who need our services and endeavour to optimise access to our services and activities within available resources.

Target group

Hands & Feet aims to be able to offer our services to as many people as we are able. Our ability to work with clients of different support needs will change over time and therefore our target group will expand. We do not discriminate against potential clients in accordance with our rights policy, our decision to either accept or decline someone wanting to access our services will be dependent on our ability to meet the individuals needs of the client with the resources we have on hand. If we are unable to offer our services we are willing to help the individual to look for a different service that has the capability to help them.

During the initial meeting with potential clients, the Hands & Feet team member must make a decision as to whether Hands & Feet can offer the services that they require with the resources at our disposal.

Our Services

We currently offer a number of different services including:

- Yard and maintenance work,
- Household cleaning and assistance,
- Transport,
- Preparation and delivery of meals
- Purchasing of consumables,
- Respite,
- Community access and participation,
- And Camps (For people between 7 and 18 years (Camp Jono), young adults (Camp Samuel) and adults (Camp David)).

Procedure

In order for a potential client to start accessing Hands & Feet's services they must go through the accessing process as follows:

1. Contact Hands & Feet to express your interest in accessing our services.
2. Meet with a Hands & Feet team member in order to discuss your plan and how we could help to improve your quality of life with our services.
3. You will be required to complete a client profile.
4. Create a service agreement with a Hands & Feet team member that links to your plan and your expressed wishes.
5. The Hands & Feet team member will then complete the necessary paper work.
6. You will receive a confirmation email regarding the details of your service.

Service Continuation

At the end of the client's plan, Hands & Feet will continue to provide services required by the client until their new plan has been approved and put into place. Services will be charged by Hands & Feet once a new service agreement and service booking have been made.

Service Exit

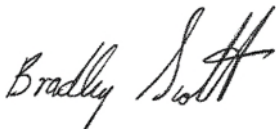
In order to exit a service agreement, the client must inform Hands & Feet of their desire to leave the service and cancel their service agreement. The NDIS coordinator will then cancel the remain allocated funds on the service booking to allow the client to use those funds with other organisations. The release of funds can take up to 2 weeks from the cancelling of the service booking.

Related documents

Rights Policy
Feedback & Complaints Policy

Policy Review

This policy should be reviewed in 12 months.
The next review date is 01/03/2019



1 May 2019

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Signed: Bradley Scott – General Manager

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Date