

## **ACCESS POLICY**

### **(INCORPORATING ENTRANCE AND ELIGIBILITY)**

#### **OVERVIEW**

Advocacy for Disability Access and Inclusion Inc.(ADAI) is funded by the Federal Government through the Department of Social Services to advocate for people who have disability and/or their families/carers.

People with disability and/or their family are entitled to the service of an advocate when needed. Families who speak on behalf of and care for a family member with disability are entitled to the services of an advocate in their capacity as a parent/carer.

#### **POLICY**

Consistent with the contractual obligations and purpose of Advocacy for Disability Access and Inclusion Inc., our agency will advocate for people with disability as defined in the Disability Discrimination Act 1992 as well as for families and carers of those people.

Advocacy for Disability Access and Inclusion Inc. will adopt apply and promote non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability when determining eligibility for entry.

Advocacy for Disability Access and Inclusion Inc. will be guided by principles and standards contained in the National Disability Advocacy Program and the Disability Services Act, both State and Commonwealth.

All consumers of Advocacy for Disability Access and Inclusion Inc. services must live in South Australia.

#### **PROCEDURE:**

##### **Entry Procedure**

People with disability and/or the family or carers of people with disability are consumers of the Agency. Advocacy for Disability Access and Inclusion Inc. will assess the eligibility of consumers who:

- Contact Advocacy for Disability Access and Inclusion Inc. directly
- Are referred to Advocacy for Disability Access and Inclusion Inc.

## **Equity of Access**

Advocacy for Disability Access and Inclusion Inc. will ensure equity of access by implementing strategies that target information to and encourage access for people with a disability and their families in minority groups, such as:

- Single parents
- Aboriginal and Torres Strait Islander people
- People who are culturally and linguistically diverse (CALD)
- People from low social economic backgrounds
- People who live in rural and remote areas

Where possible, Advocacy for Disability Access and Inclusion Inc. will compare consumer data with demographic data for the catchment area to assess whether the needs of minority groups are being met.

## **Priority of Advocacy Provision**

When Advocacy for Disability Access and Inclusion Inc. assesses applications, priority will be given to the following:

- The actual or potential seriousness of the problem the person with the disability is facing.
- The lack of alternative assistance to resolve the problem.
- The probability of a successful outcome for the person with a disability in relation to:-
  - Advocacy for Disability Access and Inclusion Inc.'s' limited resources
  - Other high priority advocacy matters

Highest priority will be given to advocacy requests where there is an urgent and serious risk of harm for the person with disability. This includes physical or psychological harm and exposure to a harmful situation.

High priority will be given to a person with disability that seriously affects their ability to deal with the problem they are facing.

Advocacy for Disability Access and Inclusion Inc. will take into account any ethical issues, especially potential conflicts of interest.

## **Referral**

If Advocacy for Disability Access and Inclusion Inc. is unable to accommodate a potential client, it will arrange for a referral.

Advocacy for Disability Access and Inclusion Inc. will develop and maintain up-to-date networks and information with a comprehensive range of agencies and services within each region to ensure appropriate referrals can be made recognising that in country areas the potential for referral may be limited.

### **Accessibility of Information on our Agency**

Advocacy for Disability Access and Inclusion Inc. will ensure that entry requirements are stated in writing electronically available information for people with disability and their families and carers. Written information will be based on the principles of plain English.

### **Enquiry and Entry Process**

A person with disability and/or their family requiring an advocate may contact and discuss their issues with the advocate located in the area in which they live. If the person and/or their family are referred to Advocacy for Disability Access and Inclusion Inc. from another service, the appropriate advocate will contact the person/family directly.

If eligibility is confirmed the client will be offered:

- An information package on Advocacy for Disability Access and Inclusion Inc. which contains details of Advocacy for Disability Access and Inclusion's philosophy, policies and statement of consumer rights
- An initial appointment (in person, telephone or other means) to
  - Gain information on the problem
  - To involve the person with disability (if possible) and their family member/s or carer in the
    - Identification of the problem
    - An agreed and signed plan for advocacy action
    - The signing of authorities for information and to act

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