
QUALITY – Standard 2 – Access & Engagement Policy

Purpose of Policy Knoxbrooke ensures its services have clear entry, access, engagement and exit processes in an environment that meets all people's safety.

Definitions

Policy Knoxbrooke services have a clear and accessible point of contact.

Knoxbrooke services are delivered in a fair, equitable and transparent manner.

People access Knoxbrooke services most appropriate to their needs through timely, responsive, service integration and referral.

QUALITY – Standard 2 – Access and Engagement Procedure

Procedure Clear and accessible point of contact

Knoxbrooke endeavours to provide an environment that is safe and encourages people to make initial contact with the service where possible and participate in the longer term where applicable.

Knoxbrooke services are physically accessible to people and provide a flexible response to enhance accessibility where possible.

Knoxbrooke's service hours are responsive to the needs of the people accessing the service.

Knoxbrooke's service environment uses its resources and symbols that are responsive to the people's:

- needs
- cultural and/or Aboriginal and Torres Strait Islander background
- disability
- age or
- developmental stage

Knoxbrooke identifies service accessibility issues and uses a range of strategies to address these.

Services are delivered in a fair, equitable and transparent manner

Knoxbrooke tries to provide services to as many people that wish to access the service however, this can be limited on the available resources and considerations for the best interests of other people which also include the wider community.

Knoxbrooke provides information to all people regarding:

- services brochure
- programs offered
- entry and exit rules
- criteria to determine priority for service
- conditions that may apply to services being provided
- any fees or costs

Knoxbrooke has policy and processes that outlines:

- screening and eligibility
- priority of access
- waiting list management (not applicable with Knoxbrooke)

Knoxbrooke is able to produce data and feedback that identifies barriers to access its services.

Knoxbrooke utilises active engagement strategies. These can be found within:

- The person's Individual Plan
- The person's Individual Goal Plan
- Program Plans
- The person's Behaviour Support Plan
- The person's specific support plans if required

Services are appropriate to people's needs

Knoxbrooke responds to referrals and requests for services in a timely manner.

Knoxbrooke works collaboratively with other services providers to manage demands.

Knoxbrooke works actively with the Department of Health and Human Services as an active participant in the referral network. Knoxbrooke makes referrals for people to access a range of universal and secondary/specialist services when required.

Knoxbrooke establishes and maintains coordinated service pathways with relevant funded organisations if required, including Aboriginal and Torres Strait Islanders and culturally and linguistically diverse funded organisations as required.

Knoxbrooke has systems to guide the advice and referral to other services if required.

In situations where Knoxbrooke is unable to provide a service, the person and their main support person is provided with information about alternative services including the referral process to alternative services.