



interaction
empowering people

SERVICE ACCESS POLICY

Easy Read Guide

SERVICE

SUPPORT

CARE

TRUST

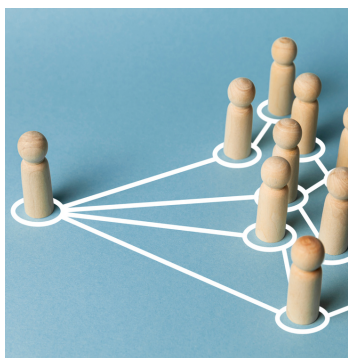
HELP



YOUR RIGHTS



Everyone has the right to fair and equal access to services



Interaction works with other organisations to get great outcomes for people



Interaction will provide services that are written in your NDIS Plan



Interaction will assist participants to find the services they need for a good life and work within your individual and cultural needs

INTERACTION'S ROLE



Interaction will respond to referrals in a timely manner



Interaction will seek feedback from you about whether it was easy or hard to access our services

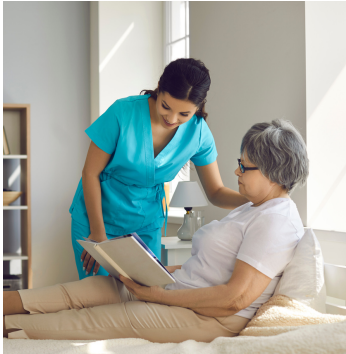


Information about Interaction can be found in a few different ways

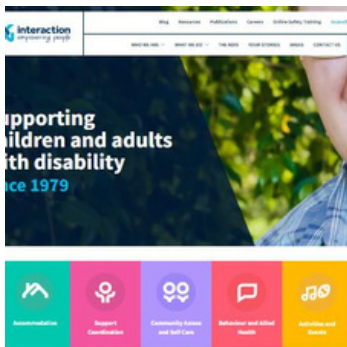


Service information includes what the staff do, what NDIS supports Interaction provides, and how you can access the service

STAFF'S ROLE



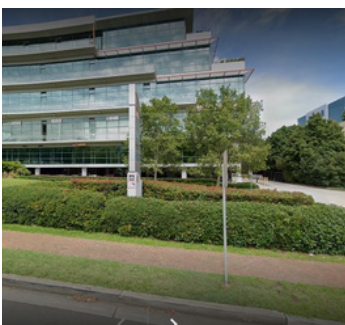
Staff will talk with you to see if you have any problems accessing Interaction and if there is anything we can do to fix it



Interaction will let people know what services it provides through its website, social media, and at community events



Staff will respond quickly if you would like information about services



Anyone can make an appointment to visit Interaction's office to see how we can help

NDIS SUPPORT



Staff will make sure they respect people's cultural needs when accessing services



Access to accommodation services occurs when a vacancy exists in a group home or a new program can be built around your needs and lifestyle



Referrals can be received via phone, face to face or electronically however must have the OK of the person being referred



Staff will find out which NDIS Supports the person is seeking, whether the individual being referred has a current NDIS Plan, and whether further information is required

REFERRAL FORMS



If Interaction can help, a Referral Form is filled out



The referral form will be discussed at an intake meeting and allocated to relevant staff to follow up within 5 working days



If Interaction can't help, staff will:

- Let you know why
- Give other options to help you
- Let you know how Interaction might help you in the future



All referrals are logged on a central register

ASSESSMENT



You will have an assessment with staff before you will receive any services. They will ask about your NDIS goals and how we can help you



If you are coming from another service, staff may ask if it is OK to have a chat with them



If it is found after an assessment Interaction can't help you, staff will:

- Let you know why
- Give other options to help you
- Let you know how Interaction might help you in the future



Staff will let you know how your referral is going especially if you are on a waiting list

HOW WE WILL WORK WITH YOU



At times Interaction may suggest other services that could help you better



Interaction can only work with you and share your information if you say it is OK



Staff will ask for help from people to learn more about your culture so they can help you better



Interaction does not discriminate against people because of their Aboriginality or cultural background