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Life Choice ensures that information about the organisation’s services and activities is made available to current and prospective service users, referral and partner agencies, other stakeholders and the general community, in a format that is understandable and accessible to them.

Accurate and up to date service information will be made available to enable:

- new or prospective service users to make informed decisions about their use of the service
- referring agencies to make appropriate referrals
- staff to discuss and negotiate the expectations of service users or referring agencies

Record of policy development		
Version	Date approved	Date for review
2020/2	September 2022	September 2024

Responsibilities and delegations	
This policy applies to	All Staff
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:	
Standards	<u>NDIS Practice Standards and Quality Indicators 2018</u>
Legislation	[list relevant legislation]
References	<u>National Disability Services</u>
Organisation policies	Privacy Policy Confidentiality Policy Participant Advocacy and Support
Forms, record keeping, other documents	Participant Service Charter Authority to Act as an Advocate form

Policy

Life Choice will:

- maintain effective information management systems that keep appropriate controls of privacy and confidentiality
- be responsible for maintaining the currency of this information

Procedures

Scope of information

Specific information about services will be provided to potential service users/referring agencies/others that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated
- terms and conditions of service
- other service information, including costs or fees

The NDIS Coordinator and Leaders will be responsible for planning, developing and reviewing service information.

Information for participants

Life Choice will ensure that information to participants is provided in a timely, understandable and accessible format which is tailored to the participant's individual needs. Life Choice will take into consideration factors such as age, cognitive ability, health, religion and cultural background into account when providing service information to participants. For example, an elderly person with limited dexterity will not be provided with information via a mobile app, instead Life Choice would consider verbally communicating the information to the participant.

Life Choice will also endeavour to involve participants in the planning of service delivery and information. Life Choice will ensure participants have input into their preferred method of communication regarding the services they are receiving. If the participant is not proficient in English, Life Choice will provide a translator or translating aids to ensure the participant understands the information being communicated.

Publication and distribution of information

The NDIS Coordinator and Leaders will be responsible for the publication of service information such as:

- easy read documents;
- the participant handbook, and;
- service agreements.

The NDIS Coordinator and Leaders will be responsible for the distribution of service information to participants and to other relevant service organisations upon enquiry/intake and on request.

End of document
