

## 1. POLICY CERTIFICATION

Policy title:	<b>Aged Care Service Access Policy</b>
Policy number:	<b>FACS037</b>
Category:	<b>Policy</b>
Classification:	<b>Community Services</b>
Status:	<b>Approved</b>

## 2. PURPOSE

The purpose of this policy is to ensure:

- There is Accessible information for service users and their carers.
- Referrals will be encouraged from the community, service providers, primary health care industry, potential service users and their carers via My Aged Care and the Regional Assessment Service (RAS).
- The service/programs will be flexible in the process of determining with potential service users and their carers on eligibility considering differences in individual requirements.
- The service/programs will be sensitive to, and inclusive of, the diversity of people within the target group of the service/program.
- Priority of access will be given to special needs groups that form a subsection of the target group. These special needs groups include people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islanders, people who are financially disadvantaged and other groups.

## 3. ORGANISATIONAL SCOPE

This policy applies to the Council, management, employees, volunteers and contractors of Roper Gulf Regional Council.

## 4. POLICY STATEMENT

Roper Gulf Regional Council will actively work towards encouraging service user access to the service/program based on the eligibility criteria, available resources, and equity principles.

All service users will have equitable access to services including people with physical and sensory difficulties and those from different cultures and backgrounds.

People will not be discriminated against in terms of language, their ability to afford services, their location, gender, language, relationship status, sexual preference or type of disability within the scope of the service/program.

Roper Gulf Regional Council will not discriminate against potential service users their carers, and will actively work towards reducing barriers people may face in accessing services.

## 5. DEFINITIONS

Carers	A person who has accepted responsibility for looking after a vulnerable neighbour or relative
Eligibility:	Eligibility means that a person meets the eligibility criteria and is eligible to be assessed and prioritised for service provision.  Eligibility does not mean a person is automatically provided with a service.
Service/ Program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments
Service User	Care Recipients

## 6. PRINCIPLES

### 6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against Consumer Directed Care Policy on a bi-annual basis.

### 6.2 Consultation

Quality Assurance Manager  
Council  
Chief Executive Officer  
Strategic Leadership Team  
Finance Committee  
Audit Committee

### 6.3 Customer Participation and Review (Resident, Client, Consumer, Representative)

Consumer Advisory Group

## 7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> <li>FASC043 Consumer Directed Care Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>Racial Discrimination Act 1975</li> <li>Disability Discrimination Act 1992</li> <li>Age Discrimination Act 2004</li> <li>Sex Discrimination Act 1984</li> <li>Accreditation Standards</li> <li>Home Care Standards</li> </ul>
Relevant Forms	

## 8. DOCUMENT CONTROL

Policy number	<b>FACS037</b>
Policy Owner	<b>Director Council and Community Services</b>
Endorsed by	<b>Ordinary Meeting of Council</b>
Date approved	<b>27 July 2016</b>
Revisions	
Amendments	
Next revision due	<b>July 2018</b>

## 9. CONTACT PERSON

Contact person	<b>Manager Governance and Corporate Planning</b>
Contact number	<b>08 8972 9000</b>