

What is Northcott's policy?

- ✓ Access to our services is clear, transparent and non-discriminatory, so people are treated equally and fairly.
- ✓ Information about our services is easy to read, widely available and adjustable to people's needs.
- ✓ People have the right to accurate, clear and transparent information to help make decisions about accessing and leaving our services.
- ✓ Information is not limited to one type of media and can be changed to meet individual needs and preferences (including translating written documents or using graphics).
- ✓ We work with other organisations and community supports to share information to build a strong referral network, keeping the needs of people with a disability at the centre.
- ✓ Services are provided in a flexible and responsive way to meet each person's individual needs and goals so they can participate in the community like everyone else
- ✓ Feedback is valued from people who use our services to help improve service access for others.
- ✓ People are assisted to access the supports and services they need to live the life they choose.
- ✓ Information about our services is proactively and responsively available to all people.



Who needs to know about this Policy?

- All Northcott Staff
- All Northcott customers

Equity and Access Considerations

For the communication and implementation of this policy, we:

- Consider if the physical environment is accessible.
- Use different communication methods to add to or replace speech or writing for people with impairments. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Location: NIGEL\Quality Management\Policies		Version: 0.3	Page 1 of 3
Subject Matter Expert: Quality and Practice	Issue Date: 27 July 2016	Next Review Date: 27 July 2019	

Cultural Diversity

- Employees make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.
- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.

Who is responsible?

Chief Executive	<ul style="list-style-type: none"> • Final review and approval of this policy.
Level 2 Manager	<ul style="list-style-type: none"> • Maintain this policy, its related procedures and documents.
Level 3 and 4 Manager	<ul style="list-style-type: none"> • Make sure the policy is effectively implemented in their services. • Make sure staff follow the policy. • Make sure training and information is provided to staff to carry out this policy.
Supervisor	<ul style="list-style-type: none"> • Ensure staff have read and understand the policy, and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	<ul style="list-style-type: none"> • Follow the requirements of the policy.

Definitions, Legislation & Standards Compliance

For Definitions, please refer to Northcott Policy Dictionary.

Legislation and Standards Compliance:

- NSW Disability Inclusion Act 2014
- National Standards for Disability Services 2013
- ACT Disability Services Act 1991

Related References

- ADHC Standards in Action Manual 2012
- ADHC Addendum to the Standards in Action Manual - guide for services working with children and young people with a disability and their families 2015

Location: NIGEL\Quality Management\Policies		Version: 0.3	Page 2 of 3
Subject Matter Expert: Quality and Practice	Issue Date: 27 July 2016	Next Review Date: 27 July 2019	

What other Northcott documents are related?

You may need to refer to these documents for more information:

[Client Interpreter Utilisation Guidelines](#)

[Subpoena and Information Request Policy and Procedure](#)



Authorised by:

Kerry Stubbs, Chief Executive Officer

Location: NIGEL\Quality Management\Policies		Version: 0.3	Page 3 of 3
Subject Matter Expert: Quality and Practice	Issue Date: 27 July 2016	Next Review Date: 27 July 2019	