



Client Rights & Access

This document outlines the Client Rights & Access Policy of the Can:Do Group.

Statement of Commitment

Can:Do Group is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Can:Do Group is committed to maximising access to the organisation's services for everyone within the agreed target client group and to ensuring equity of access across eligible service users. Can:Do Group will work within its available resources while endeavouring to optimise access for people to services and activities through a collaborative co-design approach centred on our clients rights of choice and control.

Our Clients

The Can:Do Group service is state-wide throughout South Australia and includes individuals from culturally and linguistically diverse and indigenous backgrounds.

Any individual may be provided a service if they are registered for the following funding initiatives:

- Commonwealth Home Support Programme (CHSP)
- National Disability Insurance Scheme (NDIS)
- Ministerial Advisory Committee (MAC)
- As well as fee-for-service

Our specialist support services support individuals living with sensory impairments. Individuals with other disabilities or additional needs may request services from Can:Do Group if services requested are in line with our scope of practice. Requests for services outside of our scope of practice will be referred on to a more appropriate service provider. These service options will be discussed and

information provided to families around potential referral pathways for these services.

Identifying Barriers to Access

In order to identify barriers to access, the organisation will take a holistic approach:

Strategic

- Contribute to and participate in sector development activities and system reviews to work towards reducing barriers at a systemic level
- There is an active continuous improvement approach to improving our accessibility
- compare the profile of service users with local population data and past service records on an annual basis to identify groups who are underrepresented
- seek advice from relevant community groups or members

Service Level

- review relevant literature and practice experience to identify barriers
- provide training to staff to enable them to identify possible barriers for their clients
- Ensure intake information identifies barriers for clients
- In situations where a waitlist exists for services – these will be managed in line with respective services waitlist procedures.

Client Level

- consult with service users and/or their advocates, other agencies and staff

Ensuring physical and cultural access

The Can:Do Group will ensure the following:

- Its premises and facilities are physically accessible to people with limited mobility or disability
- Its opening hours provide access to the full range of service users



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- Services are provided in as flexible manner as possible to meet the needs of individuals
- It maintains effective messaging systems for service users to contact the organisation
- Client areas are kept clean, comfortable and welcoming
- The cultural and language needs of people within the target group/s are identified and accommodated
- Interpreters or bilingual staff are available for any person requiring this assistance wherever possible
- Services may be provided within a community setting

Service Commencement and Co-Design

The Can:Do Group will ensure the following:

- A collaborative co-design approach will be taken for each client
- Communication and service delivery will include family/carers/advocates when requested by the clients
- Clients are aware of their right to have and access to an advocate on their behalf (See client Advocate policy and procedure)
- Goals will be documented and tracked for all clients
- Clients have documented access to their agreed service plan and are aware of their rights and responsibilities as well as the Groups. (Individual Service Plans and Terms of Trade)

Continuity of Service

Exiting Services

The Can:Do Group will ensure the following:

- Termination requirements will be stated in each client's Terms of Trade document
- Clients choosing to exit our services receive handover documentation (if requested)
- Transition plan developed to minimise service gaps (if appropriate)
- All future communication will be limited as per the client's instructions

Transitioning to new Therapist/support worker

The Can:Do Group will:

- Notify the client as soon as applicable regarding the impending change and the reasons for doing so.
- Will work with the client to find the most appropriate replacement wherever possible.
- Will support the transition through handover and shadowing appointments as appropriate.

Promotion of service

Can:Do Group will produce information about its services and activities in a range of formats suitable to maximise accessibility and will take a continuous improvement approach to strive for greater accessibility.

Monitoring access strategies

Can:Do Group will be responsible for reviewing the effectiveness of physical and cultural access strategies and improving and adapting them as required.