



Policy name	<i>Service Access Policy and Procedure</i>
Version	<i>1.0</i>
Responsibility	<i>Chief Executive Officer</i>
Date of development	<i>June 2017</i>
Date of next review	<i>Annual review cycle, or following any reportable incident</i>
Relevant standards	<i>Human Services Standards, 2012 (Vic)</i>
Relevant legislation	<i>Human Services Standards, 2012 (Vic) National Standards for Disability Services, 2013 (Cth) NDIS Terms of Business, 2016 Disability Discrimination Act, 1992 (Cth)</i>

Our Vision

To enhance lives and change perceptions of Down syndrome within society through dance, fitness and performance.

Policy

The *Disability Discrimination Act, 1992 (C'th)* provides exemption to relevant organisations in order to “afford persons who have a disability or a particular disability, goods or access to facilities, services or opportunities to meet their special needs”. So it follows that e.motion21’s exemption under the *Disability Discrimination Act, 1992 (C'th)* enables the organisation to provide services solely to children and adults with Down syndrome as per the organisation’s Vision. Within the bounds of this remit, e.motion21 welcomes and does not discriminate against any person on the basis of gender, gender identity, sexual preference, age, religion, cultural or social background.

e.motion21 sites are spread across metropolitan Melbourne and regional Victoria so as to provide services to as many people with Down syndrome as possible. Sites are strategically selected based on intensity of demand (from participants with Down syndrome and their carer/s) and availability of appropriate and accessible venue. e.motion21 conducts environmental scans in order to assess where there are high levels of demand for services for people with Down syndrome. Wait lists for the opening of new sites are kept and e.motion21 maintains regular communication with those people on a wait list who are unable to attend an already operating e.motion21 program.

Access to e.motion21’s programs is based on the diagnosis of Down syndrome and age (over 4 years of age). Further information relating to the participant (including other diagnoses, gender, cultural background, medical and behavioural points of note) is captured in the enrolment form/service agreement.

Referrals are accepted from multiple agencies and e.motion21 works within a network of disability service organisations to provide information on services available.

Service Entry to Exit Procedure

1. Main point of contact is the e.motion21 website. Other avenues include phone, referral from agency, program flyer
2. Completion of enrolment form/service agreement
3. Participant has an initial trial
4. Termly invoice process – self-funded clients, NDIS clients, NDIS self-managed clients
5. Annual re-enrolment process, i.e. every participant must complete an enrolment form prior to the new program year commencing in Term 1
6. If a participant wishes to exit the service, notice must be given in writing and a process will follow (see Service Exit Process and Survey)

Related Policy/Procedure	Forms
Code of Conduct	Incident Report
Health/Behaviour Management Procedure	Grievance report
Anti-Discrimination and Equal Opportunity Policy	Health/Behaviour Management plan
Complaints Process	
Service Exit Procedure	

Document history			
Date of review	Reviewed by	Endorsed by	Notes
<i>June 2017</i>	<i>NDIS Project Officer</i>	<i>Chief Executive Officer</i>	
<i>February 2018</i>	<i>NDIS/DHHS Project Officer</i>	<i>Chief Executive Officer</i>	<i>Reviewed, no change</i>