

Manning Valley & Area Community Transport Group Inc.
Section 3 Service Delivery
Policy 3.01-v2 Service Principles

Policy Statement

MVACTG Inc. believes:

- Consumers are the focus of the Service;
- The organisation exists solely to meet the needs of Consumers;
- Each Consumer is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- Consumers have a right to make choices in their lives;
- Consumers have the right to dignity, respect, privacy and confidentiality;
- Consumers have the right to access services on a non-discriminatory basis; and
- The community has a right to expect MVACTG Inc. to be accountable.

Policy Protocols

Provision of Options

MVACTG Inc. acknowledges and respects the Rights and Responsibilities of all receiving the Service. A list of Rights and Responsibilities is included in the Consumer Handbook. Consumers will always:

- Be given options for services that are designed in conjunction with the Consumer to meet their needs;
- Be encouraged to maintain/increase their independence; and
- Be encouraged to exercise their rights and to perform their responsibilities.

Related Procedures

- [PRO 3.01-1](#) Principles to be Observed in Service Delivery
- [PRO 3.02-2](#) Consumer Rights and Responsibilities
- [PRO 3.03-1](#) Access to and Promotion of Services
- [PRO 3.04-1](#) Diversity

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Consumers Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation & Inclusion

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3. Individual Outcomes

5. Service Access

Policy History

No: 3.01-v2	Service Principles		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date
30/6/18	8/3/16	See improvement request	Team members	Meeting	17/3/16