

## **Policy Statement**

MVACTG Inc. will endeavour to ensure that services are available to the target group living in the geographic area stated in Funding Agreements without discrimination.

Access to services will be based on relative need and people will not be excluded from access to the Service on the grounds of their:

- Gender
- Marital status (including de facto)
- Religious or cultural beliefs
- Political affiliation
- Sexuality or Sexual Preference
- Particular disability
- Ethnic background
- Age
- Inability to pay
- Geographical location within the Service coverage area
- Circumstances of their carer

## **Policy Protocols**

### **Access**

- MVACTG Inc. will ensure that the individual needs of people who are within the target population and eligible for a service will be recognised, and that access to those services will be prioritised according to needs-based principles as determined by formal assessment.
- MVACTG Inc. respects the right of a Consumer to refuse service at any time and will ensure that Consumers understand that such as refusal will not prejudice any future request for services.
- MVACTG Inc. will be promoted in a manner that ensures greater equity of access.
- Promotional material will be developed and printed in a clear and easy to read format and will be available in different languages relevant to the geographic area in which MVACTG Inc. operates.

### **Promotion**

MVACTG Inc. will promote its services in a variety of ways including:

- Publications
- Website
- Media
- Guest Speaking
- Expo's

**Manning Valley & Area Community Transport Group Inc.  
Section 3 Service Delivery  
Policy 3.03-v2 Access to and Promotion of Service**

- Networks & Forums

**Related Procedures**

- [PRO 3.03-1](#) Access to and Promotion of Services
- [PRO 3.04-1](#) Diversity
- [PRO 3.10-1](#) Advocacy

**Relevant Standard**

**Home Care Standards**

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

**Disability Service Standards**

1. Rights
2. Participation & Inclusion
5. Service Access

**Policy History**

<b>No: 3.03-v2</b>	<b>Access to and Promotion of Services</b>		<b>Date Approved</b>		
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