



CASS Group- Disability Services

ACCESS TO SUPPORTS

Policy Code: 1117	ACCESS TO SUPPORTS
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Policy Statement

CASS Disability Services are committed to maximising access to the organisation's services for everyone within the agreed target Participant group and ensuring equity of access across eligible service users. CASS Disability Services will work within its available resources while endeavouring to optimise access for people to services and activities.

CASS Disability Services will:

- Identify and address barriers to access for people in the target group/s.
- Use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users.
- Use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered.
- Regularly review how accessible services are and use this information to improve access wherever possible.
- Ensure the people exiting the criminal justice system have no barrier to access our service. Individual Plan will be developed to assist them to integrate into the community.

Procedures

Identifying barriers to access

In order to identify barriers to access, the organisation will:

- compare the profile of service users with local population data and past service records on an annual basis to identify and groups who are underrepresented
- review relevant literature and practice experience
- consult with service users and/or their advocates, other agencies and staff
- seek advice from relevant community groups or members

Coordinator will be responsible for coordinating this process and reviewing the research outcomes as part of the annual planning process.

Ensuring physical and cultural access

CASS Disability Services will ensure the following:

- Its premises are wheelchair accessible.
- 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.
- 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.
- Participant 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.

Promotion of service

Unit Head will be responsible for developing and reviewing a service promotion and information strategy.

CASS Disability Services will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

This will include printed service brochures, internet promotion, articles to local paper etc. The materials are provided in a range of languages, including Chinese, Korean and Vietnamese.

General information about the organisation and its services and activities will be made available. The information will be distributed through email, local paper, newsletter and brochure distribution.

Monitoring access strategies

1. Coordinators will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.

Documents related to this policy	
Related Policies	Intake and Referral Participant Need Assessment
Forms, record keeping or other organisational documents	• CASS Disability Service Brochures • CASS DS Intake / Application Form

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023
Version 4	November 2023	HAS & DS Committee	November 2026
Version 5	September 2025	HAS & DS Committee	September 2028