



# Access to Services

## Category: Consumer and Community Policy and Procedure

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### POLICY

BCH values the guiding principles of Equality, Choice, Diversity and Non-discrimination and embraces the application of these principles in all aspects of service provision and within the BCH workplace.

In line with these principles BCH will endeavour to:

- Ensure that all members of the community are equally able to access BCH infrastructure, buildings, facilities and information.
- Practice responsible, ethical and inclusive management and create a workplace environment that embraces and values diversity.
- Seek to remove barriers to access that currently or potentially exist.

### RATIONALE

BCH believes that societies are strengthened by the diversity of their populations and by the contribution that each person makes to the social, economic, cultural, political and spiritual life of society. Underpinning this philosophy are the principles of equality, choice, diversity and non-discrimination. These are principles of human rights which BCH will apply in all its policies and operations.

### SCOPE

This policy is applicable to all BCH Directors, staff or other persons working for or providing services on behalf of BCH, **regardless** of their employment status.

### DEFINITIONS

#### ***Accessibility***

The ability of any person to safely and independently approach, enter, operate or participate in any building, facility, program or service.

#### ***Inclusively***

The belief and practice of taking into consideration the diversity of individuals to ensure that all persons are equally able to participate within the community and activities of daily life, irrespective of their needs. For example designing buildings, facilities or services so that they are accessible to all and having systems in place to accommodate different needs.

#### ***Eligibility***

All members of the community are able to access services provided by BCH, limited only by the specific requirements of funding or other service agreements and policies regarding eligibility and priority of access which may apply from time to time.

Directors and staff of BCH are able to access services subject to the same eligibility requirements that apply to all members of the community.



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Directors or staff who do access services are subject to the same rights and responsibilities as all other service users, and staff providing services to eligible directors or staff have the same responsibilities and protections as staff providing services to other client groups.

### PROCEDURES

In support of these statements BCH will aim to ensure that the guidelines and procedures in the Victorian State Disability Plan 2002 – 2012, Disability Discrimination Act 1992, Equal opportunity Act 1995, Australian Standards AS 1428, Mental Health Act 1986, and the National Mental Health Strategy 2003 – 2008 together with all provisions of funding and service agreements regarding access, eligibility and priority of access will be adhered to.

#### Resolution of a Complaint

Any service user who feels that may not be receiving fair or equitable treatment in line with this policy has the right to make a complaint and to have that complaint investigated.

Service users should refer to the [BCH Client Feedback Policy](#)

### ASSOCIATED DOCUMENTS

- [Victorian State Disability Plan 2002 -2012](#)
- [National HACC standards](#)
- [Disability Discrimination Act 1992](#)
- [Equal Opportunity Act 1995 \(Vic\)](#)
- Australian Standards AS 1428
- National Mental Health Act 2003 – 2008
- Mental Health Act 1986
- Health Services Act 1988 (Amended 2009)

### POLICY HISTORY

Adapted From	BCH Access to Services
Distribution:	All Staff
Authorised by:	Chief Executive Officer
Policy Legislative Base	Disability Discrimination Act 1992; Equal Opportunity Act 1995; HACC Standards; SAAP Standards
Related Policies	BCH Client Feedback Policy BCH Client Information Rights and Responsibilities Brochure
First Approved Date	08/01/2005
Review History:	06/09/2007, 14/4/2009
Review Frequency:	Triennial
Next Review Due	2012
Responsibility for Review:	Mental Health Team Leader