

# Policy Summary

## Service Access and Exit



At Assist Community Services each person is assisted to access the supports and services they need to live the life they choose.

### What does this mean for participants?

- Assist Community Services makes information available about its service and how access services. This information can be provided in a range of languages or formats if required.
- Assist Community Services has clearly defined processes to access and exit services.
- Assist Community Services works with other service providers and the community to increase each person's support options.
- Assist Community Services adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability.
- Assist Community Services Access and Exit procedures will be fair, transparent, follow due process and uphold the rights of the participants.
- Assist Community Services values feedback from people who use its services and will provide will use this feedback to help inform and improve our service Access & Exit procedures.

More detailed information on our Service Access and Exit Policy is available in our Policy and Procedures Manual.

