

Service Planning and Support Policy

1.0 Purpose

The purpose of this policy is to outline how participants will be provided services from Studio ARTES Northside Inc (“Studio ARTES”) and the key processes and policies that link to this delivery of service. For Studio ARTES to deliver high-quality services and supports to our participants, their families and carers, we must be attentive to their needs and strengths, their limitations and to the needs of their families and their communities.

2.0 Policy Statement

Studio ARTES is committed to providing people with a high standard of service aimed at meeting individual needs and promoting a sense of dignity, purpose and security. Studio ARTES is committed to ensuring that it provides a consistent approach to all people entering or exiting the service.

Studio ARTES’s access to services is clear, transparent and non-discriminatory to ensure equity and fairness is applied. Information about Studio ARTES’s services will be easy to read and widely available. Studio ARTES will work with other service providers and community supports to share information and establish relevant networks placing the needs of people at the centre of the persons support.

Studio ARTES aims to provide participants and their key stakeholders the highest quality supports and services. Studio ARTES offers maximum choice and control within the limits determined by the service types offered by Studio ARTES. It is committed to delivering services and activities that respond to the needs and strengths of those people who use our service, their families, carers and communities.

Studio ARTES needs commits to the following principles relating to the access to, and the delivery of supports and services:

- Studio ARTES strives to promote the health, wellbeing, safety and security for all people receiving supports and services;
- Entry and access to services will be provided based on relative need and availability of resources;
- Studio ARTES adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation;
- Members can be confident that their private information will be kept confidential and that they can access their personal information at any time on request;
- Studio ARTES acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting Studio ARTES’s services to inform their decision making;
- Information is not limited to one mode or type and can be changed to suit individual needs and preferences (e.g. translated material ; easy read using pictorial format);
- As much as possible, services are provided in a flexible, responsive and person centred way to meet each person’s individual support needs and goals;
- Studio ARTES staff will assess all participants requesting supports and services, and where limitations of resources, knowledge or skills exist, manage waiting lists for services according to the participant’s level of need.
- Studio ARTES acknowledges that each person has the right to refuse a service or to leave Studio ARTES at any time they choose. Studio ARTES further acknowledges that it may discontinue a service after

consultation with the person, their family and other important members of their support network if the service is no longer sustainable or appropriate for the person;

- Studio ARTES is committed to working with and referring to other community services or organisations to meet the multiple needs of people;
- Studio ARTES will ensure the efficient and effective use of participants individualised funding and support packages in the day to day provision of supports and services.
- People that use our services are confident that their needs and issues have been understood, that there is a clear plan for the services they will receive from us, and that there is assistance available to build relationships with other agencies as appropriate.

3.0 Related Procedures

- [Service Intake Procedure](#)
- [1 on 1 Support Procedure](#)
- [Group Support Procedure](#)

4.0 Associated Legislation and Standards

- [NSW Disability Service Standards & National Standards for Disability Services](#)
- [Privacy Act 1988](#)

5.0 Responsibilities

Who in the organisation?	What they are responsible for?
Employees, agency staff, contractors, volunteers, members, management and Board	<ul style="list-style-type: none"> • Observe this Policy and associated Procedures ensuring that they are acting in a manner that is consistent with this policy and associated procedures.
Management	<ul style="list-style-type: none"> • Implementation and monitoring of the Policy and associated Procedures, including preventative and corrective action.
Service & Systems Manager	<ul style="list-style-type: none"> • Ensure that the Policy and associated Procedures are reflected in Studio ARTES documentation, manage updates to policy and associated procedures.
CEO and the Board	<ul style="list-style-type: none"> • Ensure that a regular review of the Policy and associated Procedures occurs.

6.0 Register of Changes

Date	Version	Major or Minor Change?	Comments
27/4/2018	1.0	Major	New Policy replaces all other policies