

## Service Access



This document is to support your understanding of our organisation's services.



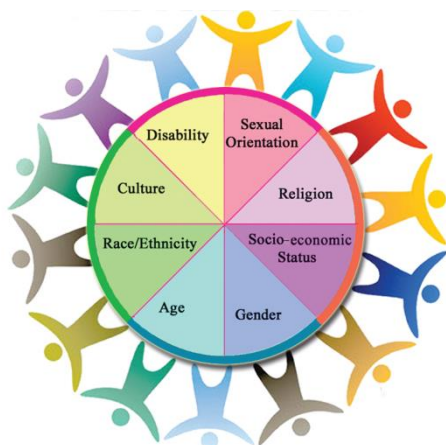
Our services are for individuals living with a disability – including their families; and the elderly members of our community.



Supports are provided with a “person-centred approach” where we ensure that your services are tailored to suit your specific needs and goals, and with a strong focus on ability and equality.



We will develop your Service Agreement and Plan with you and your family or support network if you wish to include them. You can change your plan at any time, and we will regularly review it to ensure it meets your needs and goals.



We appreciate that members of our community come from a variety of differing cultures, beliefs and backgrounds; and that your interests and goals will be specific and unique to each of you.



We will help you maximise your NDIS or private funding to obtain the best value services and will connect you with other providers if we are unable to provide supports.