

Access to Services Policy

The purpose of this policy is to provide current information relating to the Access of Services through Interactive Plan Management Pty Ltd (IPM).

IPM is committed to maximising access to its services and to ensuring equity of access across eligible service users. IPM will work within its available resources while aspiring to optimise access for all people to our services.

IPM's Access to Services commitment incorporates;

- identifying and addressing physical and electronic barriers to access of services
- planning to maximise accessibility
- the use of proactive information strategies for potential service user groups to increase knowledge of and understanding about IPM and the services offered
- regular reviews regarding how accessible our services are, using this information to improve access wherever possible
- when meeting with clients in a public location – ensure the arrangement to meet is in a reasonable location in relation to transport;
- effective messaging systems for service users to contact IPM;

IPM is developing systems to produce information about services and activities in a range of accessible formats suitable for ALL people who may need to access them. Information about IPM, our services and our policies/procedures will be made available through various communication channels including our website and written communications including information brochures, fact sheets, and oral presentations.

The Executive Director is responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.