



# ACCESS Information and Referral Charter

## Vision

People living with mental illness are connected to information and are referred to relevant services & groups enabling choice and control to meet their reasonable and necessary needs on their recovery journey facilitating people to be accepted and valued in the community and carers are supported and validated.

## Mission

The Information & Referral service will work in a collaborative manner being guided by the consumer to connect individuals to the National Disabilities Insurance Scheme by being a conduit between the general community, mental health & community based services.

## Charter

The Service will be

1. Welcoming – we will - treat you like a person; have time to listen and, question & discuss; we want to know how you are; what do you need; and how we can help.
2. Provide Relevant Information – tailored up to date information to assist you, your family, friends and Carers; if we don't have it we will help you find the information
3. Provide Personalised Referral – to services & supports that best meets your needs; find the best fit
4. Provide Peer Support – many of our staff & volunteers have the lived experience
5. Provide Community Networks – linking you to the local networks to support you in your recovery.
6. My Health & Wellbeing – connecting you to GP's, Allied Health and Nurses as well as hospitals.

## Principles

- a. People with disability should be supported to participate in and contribute to social and economic life to the extent of their ability.
- b. People with disability should be supported to exercise choice, including in relation to taking reasonable risks, in the pursuit of their goals and the planning and delivery of their supports.
- c. People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.
- d. People with disability should be supported in all their dealings and communications with Disability Care Australia so that their capacity to exercise choice and control is maximised in a way that is appropriate to their circumstances and cultural needs.
- e. People with disability should be supported to receive supports outside the National Disability Insurance Scheme, and be assisted to coordinate these supports with the supports provided under the National Disability Insurance Scheme.
- f. People with disability should have their privacy and dignity respected.
- g. Innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted.