



Policy Summary Sheet 5 : Service Access and Exit

At W.I.L.L each person is assisted to access the supports and services they need to live the life they choose.

What does this mean for participants?

- W.I.L.L makes information available about its service and how access services. This information can be provided in a range of languages or formats if required.
- W.I.L.L has clearly defined processes to access and exit services
- W.I.L.L works with other service providers and the community to increase each person's support options.
- W.I.L.L adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability
- W.I.L.L Access and Exit procedures will be fair, transparent, follow due process and uphold the rights of the participants
- W.I.L.L 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