

Access and Inclusion Policy



1. Purpose and Scope

The purpose of this Access and Inclusion Policy is to outline how Invicta Care ensures access and inclusion for people with disabilities, promoting equal opportunities in compliance with NDIS service provider requirements in Australia. This policy applies to all aspects of Invicta Care's services, facilities, and interactions with clients, staff, and the community.

2. Definitions

- Access: The ability of individuals with disabilities to approach, enter, and use Invicta Care's services and facilities.
- Inclusion: The practice of ensuring that individuals with disabilities are involved, valued, and treated on an equal basis with others in all aspects of life.



3. Policy Statements

Invicta Care is committed to providing an inclusive environment that respects the dignity and independence of people with disabilities. This commitment is demonstrated through the following principles:

3.1. Physical Accessibility

Invicta Care ensures that its premises, facilities, and services are physically accessible to individuals with disabilities. This includes but is not limited to:

- Providing ramps, elevators, and accessible entrances.
- Ensuring that facilities are designed, constructed, and maintained to be accessible to all.

3.2. Communication Accessibility

Invicta Care acknowledges the diverse communication needs of individuals with disabilities and is committed to:

- Providing information in accessible formats, such as large print, braille, or electronic formats.
- Ensuring that staff are trained to communicate effectively with individuals who have different communication needs.

3.3. Inclusive Services

Invicta Care provides services that are inclusive and tailored to the individual needs of clients with disabilities by:

- Offering flexible service delivery to accommodate diverse needs.
- Collaborating with clients to develop personalized support plans that promote independence and choice.

3.4. Staff Training and Awareness

Invicta Care invests in staff training to enhance awareness and understanding of disability-related issues. This includes:

- Regular training sessions on disability awareness and inclusion.
- Ensuring that staff are equipped to provide support that respects the autonomy and preferences of individuals with disabilities.

3.5. Collaboration and Feedback

Invicta Care actively seeks feedback from individuals with disabilities, their families, and relevant stakeholders to:

- Identify areas for improvement in accessibility and inclusion.
- Continuously enhance services based on the feedback received.

4. Responsibilities

All staff at Invicta Care are responsible for implementing and upholding this Access and Inclusion Policy. The management team will oversee the policy's implementation, monitor progress, and make adjustments as necessary.

5. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in promoting access and inclusion for people with disabilities.

This Access and Inclusion Policy reaffirms Invicta Care's commitment to creating an inclusive environment that respects the rights and dignity of individuals with disabilities, aligning with the NDIS service provider requirements in Australia.