

THE HAVEN FOUNDATION

Policy Manual

<b>Policy Name:</b>	<b>Access to Services Policy</b>
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**1. Purpose**

To document The Haven Foundation’s commitment to providing equitable access to its activities and services.

**2. Basis for policy**

Housing Act 1983, Performance Standards  
 Equal Opportunity Act  
 Disability Discrimination Act

**3. Policy and Procedures**

**3.1 Commitment to equitable access**

The Haven Foundation is committed to providing equitable access to its activities and services and will adopt policies to ensure compliance with all relevant legislation including:

- Equal Opportunity Act
- Privacy Legislation
- Disability and Discrimination Legislation

### **3.2 Accessible locations**

#### **Office**

- The office is centrally located 86-92 Mount Street, Heidelberg, 3084.
- Has wheel chair access

### **3.3 Operating hours**

#### **Office**

- Is open 9.00 am to 5.00 pm, Monday to Friday
- An answering machine operates out of hours.
- Access for tenants at other hours by arrangement.
- An after hours emergency call service available on a designated mobile phone number.

### **3.4 Culturally appropriate services**

Assessed on an individual basis, as the need arises.

### **3.5 Monitoring Accessibility**

Tenant feedback is sought at Haven Program Committee meetings and through periodical satisfaction surveys.