



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 1c	SERVICE INFORMATION
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Applies to:	Version:
Specific responsibility:	Date approved: 5 Aug 2014

Policy context: This policy relates to	
Standards or other external requirements	Education and Care Services National Regulations, NDIS Practice Standards
Legislation or other requirements	Children (Education and Care Services National Law Application) Act 2010 No 104, Disability Services Act
Contractual obligations	National Disability Insurance Agency

POLICY STATEMENT

Jumbunna ensures that information about the organisation's services and activities is made available to current and prospective service users, referral and partner agencies, other stakeholders and the general community.

Accurate and up to date service information will be made available to enable:

- new or prospective service users to make informed decisions about their use of the service
- referring agencies to make appropriate referrals
- staff to discuss and negotiate the expectations of service users or referring agencies.

PROCEDURES

Scope of information

Specific information about services will be provided to potential service users, referring agencies, and community members that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated terms and conditions of service
- other service information, including costs or fees

General Manager will be responsible for, planning, developing and reviewing service information.

Publication and distribution of information

General Manager will be responsible for the publication and distribution of service information.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Service Charter and Information Book

Policy Name:	Service Information	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		

