

<b>1.1.2 A</b>	<b>Service Provision - Information</b>					
<table border="1"> <tr> <td><b>Applies to: All staff</b></td> </tr> <tr> <td><b>Specific responsibility: Coordinator</b></td> </tr> </table>	<b>Applies to: All staff</b>	<b>Specific responsibility: Coordinator</b>	<table border="1"> <tr> <td><b>Version: 1</b></td> </tr> <tr> <td><b>Date approved: Nov 2014</b></td> </tr> <tr> <td><b>Next review date: Dec 2015</b></td> </tr> </table>	<b>Version: 1</b>	<b>Date approved: Nov 2014</b>	<b>Next review date: Dec 2015</b>
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### POLICY STATEMENT

Parents of Deaf Children are committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

Parents of Deaf Children are also committed to providing clients with access to a range of information in a variety of formats to assist them to make informed choices for their child who is deaf or hearing impaired.

PODC is committed to building client capacity to advocate for their child, by provision of information, advocacy and support.

### PROCEDURES

#### Eligibility for Service:

Parents and carers of children who are deaf or hearing impaired and stakeholders who support families with children who are deaf or hearing impaired are a priority for eligibility for provision of information services from PODC. Other interested parties can also receive information, subject to resources of the organisation.

#### Services available:

- The information service shall be available via the PODC website, telephone, visits, email, social media, fax, post, the internet.
- Whilst the service shall be based at PODC offices, staff shall also provide information, guest speakers, workshops and training anywhere in NSW by arrangement.

The information service shall provide the following resources on deafness and parenting and educating a child with hearing loss:

- Professional staff knowledge about parenting and educating a child who is deaf/hearing impaired.
- A contact point for families to share information and experiences with other families.
- Contact point for referral to other services including the Deaf Society's parent mentoring program.
- PODC quarterly magazine *Sound News* for parenting and educating a child with hearing loss

- Guest speakers on issues relating to deafness/parenting/education
- Workshops and training sessions.
- Pamphlets and brochures
- Information sheets
- Social media and website
- Books and Journals

**The information service responds but is not limited to questions about:**

- Services available for the ongoing support of deaf children
- Technology available to facilitate learning and independence
- Educational options
- Transition points in the life of a deaf child
- Parent support networks
- NDIS and person centred funding
- Inservicing of teachers about supporting a deaf child and their family.

**Assessment:**

The Coordinator and staff shall, during first contacts, assess with the client and family, the most appropriate information required and PODC capacity to respond to that requirement.

Ensure the client is aware of their advocacy rights including the right to have their own advocate present for all assessments, meetings and communication between themselves and PODC.

If it is unlikely that a PODC service shall be of any assistance, or if an alternative service would be more appropriate, the Coordinator shall provide information to the client and or family on the alternative service and note in the enquiry file accordingly.

**Service Provision:**

The Coordinator and Administration Assistant:

- Record client enquiry and/or information request in the enquiry log electronically or manually.
- Actions taken, including type of information sent, to be logged in the enquiry log electronically or manually.
- If referral of an issue is required, staff will work with the client to determine path for escalation, and approval will be sought from client to refer or escalate issue or concern, via a release of information approval email. (see other policy on referral)
- Action to be recorded in enquiry log either manually or electronically.
- Coordinator to report monthly activities to M.C at each meeting.

## DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> <li>• Client Rights and PODC service charter</li> <li>• Privacy Policy</li> <li>• Referral Policy</li> </ul>
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> <li>• Enquiry Log</li> <li>• Release of information template (email signature)</li> </ul>

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Coordinator	President of PODC

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	December 2014	Anna Messariti (President)	December 2016
2			
3			