

Policy: Specialist Service Standard - Access

Policy Statement

Whaanau and educators make informed choices using up-to-date information about the range of service providers in their area.

Procedural Guidelines

Board of Trustees supports equity of access by ensuring relevant up-to-date information about the range of local specialist services for children and young people with special education needs is available:

- In culturally appropriate formats
- To assist parents and caregivers to make informed choices, including choices about culturally relevant service pathways where available
- In a comprehensive and current format with clear criteria for services and the availability of the services
- In a format designed to be easily understood whaanau and other referral agencies
- In a format that seeks to promote participation of Māori and pacific peoples
- In a person’s first or preferred language, wherever possible.

Board of Trustees supports equity of access by ensuring:

- Strong relationships and networks are built with Māori, including educational and other social service providers, community organisations, iwi and hapū through “kanohi ki te kanohi” or face-to face communication
- Specialists over time have input into the development of information about the services available.

Board of Trustees has referral policies or procedures in place to ensure:

- Specialists are knowledgeable about the referral procedure
- There are clearly delegated responsibilities within the referral procedure
- Management and specialists follow the referral procedures
- Referral procedures are easy to action by families and whaanau and other referral agencies
- Referral procedures are equitable, time-framed, straight forward and respectful
- Informed consent for the referral has been obtained from the parent or legal guardian
- Referral procedures are culturally appropriate
- Referrals are acknowledged
- Access to service may be facilitated where a child or young person is likely to be eligible for such service.

Review schedule: **August 2023**

ADOPTED BY BOARD OF TRUSTEES	
Date 24 August 2020	Chairperson S Smith

REVIEWED/AMENDED Date Chairperson

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