

9.2	SERVICE INFORMATION
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Applies to: HECIS Co-Ordinator	Version: 1
Specific responsibility: HECIS Co-Ordinator	Date approved: 5.8.14
	Next review date: Aug 20

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS 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 or 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

A copy of the HECIS Manual (including the HECIS policies and procedures) which provides specific information about services will be available (through the HECIS website) to all Child Care Services in the Hawkesbury LGA that describe:

- who the service/s are for and the eligibility criteria
- how services are allocated and applicants prioritised (in need)
- terms and conditions of service

Publication and distribution of information

The HECIS Co-Ordinator will be responsible for the publication of service information. All clients accessing HECIS referral services for the first time receive a copy of the HECIS Summary of information booklet and the HECIS brochure. The referral form also refers families to the availability of the HECIS Manual at the HECIS Website.

HECIS maintains a service website at www.hecis.org.au which contains details of our service, copies of our current referral forms, and links to relevant support services and information.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020

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