

1. Access to services

Domain 1 of 6

What this domain covers

This domain evaluates how accessible, clear, and flexible an organisation's services are for beneficiaries. It focuses on how easily people can contact and engage with the service, whether information is communicated understandably, and whether individuals are given meaningful choices in how they receive support.

Rating scale

- | | |
|---|-----------------------|
| 1 | Not implemented |
| 2 | Minimally implemented |
| 3 | Partially implemented |
| 4 | Mostly implemented |
| 5 | Fully implemented |

Completion  0% Domain score

#	Assessment statement	Rating (1–5)	Evidence / comments
1	Can beneficiaries contact your organisation through multiple channels (e.g., phone, email, online, in person)?		
2	Are your services explained clearly and in simple, easy-to-understand language (e.g., avoiding jargon or technical terms)?		
3	Are beneficiaries given meaningful choices (and alternatives) in how they receive support (e.g., appointment times, communication methods, or location where feasible, such as home visits)?		
4	Are beneficiaries informed about what to expect before their first appointment (e.g., who they will meet, what will happen during the meeting)?		
5	Are efforts made to communicate effectively with beneficiaries who have language barriers (e.g., interpreters where possible, translated materials, or alternative communication methods)?		
6	Are efforts made to ensure services are accessible for people with disabilities (e.g., mobility access, adapting communication for people with hearing or cognitive difficulties, or referring to appropriate services when needed)?		
7	Are referral processes transparent and clearly explained (e.g., what the referral is for, next steps, or who the beneficiary will meet)?		
8	Are waiting times clearly communicated to beneficiaries?		
9	Are forms and administrative requirements kept simple and designed to avoid unnecessary stress or difficulty for beneficiaries?		

Need examples or more context?

See the *Guidance sheet for the original domain explanation and examples*.

10 Are beneficiaries informed about confidentiality, their rights, and available feedback and complaint procedures?

Tip: discuss the evidence behind each rating. If practice varies between teams or locations, score the level that best represents current organisation-wide practice.