



Service Entry Policy & Procedures

1. STATEMENT OF PURPOSE

The following policy and procedures have been developed and will be implemented to meet the requirements of:

National Disability Insurance Scheme Act 2013

- Other legislative or related provisions e.g., Victorian Privacy Act, Victorian Freedom of information Act 1982. Etc.

This policy seeks to meet the following requirements:

- Each person is assisted to access the supports and services they need to live the life they choose.
- Axess Ability will make information available in easy-to-read promotional material, and ensure it is printed in a clear format.
- Developing and maintaining community brochures which give information about Axess Ability's services i.e., Knox City council and how to access them.
- Making information available in other languages if requested. We will also offer and use professional interpreters where required.
- Printed material (privacy policy, agreement, pamphlets) will be translated where required in an easy-to-read format, website/program sheets etc.
- Aid with an advocate as required.

Records will be kept monitoring all requests for services, the outcome of the request and if service is refused, the reason for refusal.

Consent will also be acquired from the person, as required, through the access process.

Axess Ability has clearly defined processes to access services.

Axess Ability works with other organisations to increase each person's support options and to enhance their life skills.

2. ACCESS POLICY

Axess Ability will provide a fair process for access to each person meeting the eligibility criteria for disability support services provided by Axess Ability. Access to services will be based on relative need and will be free from discrimination based on, gender, race, sexual preference, class, political or religious beliefs etc

Axess Ability welcomes enquires/applications from First Nations People.

Axess Ability recognises that each person with a disability has the right to give or refuse their consent to receive a service appropriate to their support needs and to receive prompt and effective services.

Definition

Relative need refers to a process by which referred individuals are assessed on a priority basis related to greatest unmet need and the benefits they would gain from entry to Axess Ability supported day placement service.

Entry refers to a two- step process of assessing an individual's eligibility and then determining access to a supported Axess Ability day service vacancy.

Adult; means a person over the age of 18 years and over.

3. ELIGIBILITY AND ASSESSMENT CRITERIA

Eligibility criteria are established to determine whether a person seeking a disability service from Axess Ability is eligible to receive that service. To meet the eligibility criteria the individual must:

Be a permanent resident of Australia and is preferably from the eastern suburbs of Melbourne.

Be over the age of 18 years old.

Have appropriate funding from NDIS, TAC, or any other relevant service or private means.

Consent to the referral is given by the individual or consent is given by family/legal guardian [if the Client is unable to consent] and to enter the service with a three-month trial period.

Be in the specified age criteria for consideration to Axess Ability day placement and have a disability as indicated below:

- An intellectual and/or physical impairment; and/or
- Is permanent or likely to be permanent; and/or
- Results in significantly reduced capacity and necessitates the need for day placement support.

The individual's health, skill, behavioural, and social support needs are:

- Able to be met with-in Axess Ability resources.
- Compatible with support needs of existing clients.
- Axess Ability's ability to support the person

Priority shall be given to the greatest unmet need, including Socially isolated person, Family support, Disadvantaged circumstances etc

4. PROCEDURE- ENTRY TO AXESS ABILITY

On receipt of initial approach or inquiry about Axess Ability Day placement the Applicant is to be referred to the Partners of Axess Ability.

Referral Processing

Staff will transfer telephone enquiries to relevant Partners or leave phone message; receive and date written referrals; enter details of the referral on to the referral internal waiting list, allocate a referral number; attach a notes page with contact details of person seeking placement/carer; place the referral on the desk of the Partners.

Partners will respond to telephone enquiries as a matter of priority; investigate written referrals and contact the referred person and/or the carer and/or others as appropriate and with the referred person's consent to discuss their needs.

Completing progress notes as required after each contact or action, the Partners will determine whether the referral meets eligibility criteria for Access Ability, or the person will be referred/ assisted to contact another centre. All intake decisions will be clearly documented, and outcomes clearly communicated back to the person making the referral/person. Access Ability will also determine priority in comparison to other referrals where there is a waiting list. Write letters/telephone the referred person and/or the carer and/or others to advise that the referral has been accepted/declined and is on the program's waiting list or not. When a vacancy occurs within Access Ability, the Partners will review all applicants in terms of the level of support required by the client, relative need, and available resources in the service vacancy for Access Ability.

Access Ability will archive declined referrals in the entry/exit folder. Place accepted referrals in waiting list entry/exit folder. Access Ability will review all referrals whenever there is a vacancy, review referrals at least fortnightly if there is no vacancy; follow up with the potential client and/or the referrer to find out if support is still sought and if there are any changes in the person's situation which may affect their priority. Inform the person referred of their status and of the outcome of their referral, contact the person to ascertain if they still wish to have our support and to arrange a time for an assessment to be done.

Access Ability will notify the person by telephone call/writing whether they have been successful/unsuccessful. If successful, Service Agreement to be signed etc and further information to be completed.

Forms	EE0003 Access Waiting List EE0004 Referral Form Entry/Exit Individual Risk Management/Assessment Form Contact Information Form/Medical Form Basic Client Manual Handling Plan Things you need to know to support me Additional Information
References & Work Instructions	Exit Flowchart at Access Ability Request Exit Flowchart at Client Request National Disability Insurance Scheme Act 2013
Relevant Policies	EE0002 Service Exit Policy & Procedures EE0005 Request For Service & Referrals Policy
Relevant Standards	National Disability Insurance Scheme Act 2013 NDIS Provider registration and practice standards rules 2018 NDIS Quality Indicators Guidelines 2018 QIP Standards:
Contact Person	Nigel Head (Owner/Partner) – 0481056715 Michelle Scarlett (Owner/Partner) – 0481066538

REFERENCES

APPROVAL AND REVISION HISTORY

FORM No	Approved/Amended/Rescinded	Date	Name	Position
EE0001	Approved	14/04/2014	Keith Rose	Committee President
EE0001	Reviewed	17/12/2015	Keith Rose	Committee President
EE0001	Amended	7/8/18	Nigel Head	Partner
EE0001	Amended	10/11/2021	Nigel Head	Partner

