



# 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;

- The Victorian Disability Services Act 2006 and the Victorian Disability Services Standards.
- Other legislative or related provisions eg Victorian Privacy Act, Victorian Freedom of information Act 1982. Etc.

In particular, 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.

Service providers make information available about their service.

Service providers have clearly defined processes to access services.

Service providers work with other organisations to increase each person's support options.

## 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.

Axess Ability welcomes enquires/applications from Aboriginal or Torres Strait Islanders.

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 DHHS, NDIS, TAC, or any other relevant service.

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 which;

- An intellectual and/or physical impairment; and
- Is permanent or likely to be permanent; and

Results in significantly reduced capacity in a number of life areas, 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.

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.

Axess Ability will record on an internal waiting list the details of any known client requesting day placement services.

Each application to the Partners will be assessed by the Partners. If the applicant meets the Intake Criteria, the person is placed on the Axess Ability internal waiting list.

When a vacancy occurs within Axess 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 Axess Ability.

Where a participant is transferring to Axess Ability from another service or school, our Transition Form CF0021 is to be completed and followed to identify and manage risks and reduce anxiety and enable a smooth transfer for the participant.

Forms	EE0003 Access Waiting List EE0004 Referral Form Entry/Exit CF0021 Transition Form
References & Work Instructions	Exit Flowchart at Access Ability Request Exit Flowchart at Client Request
Relevant Policies	EE0002 Service Exit Policy & Procedures EE0005 Request For Service & Referrals Policy
Relevant Standards	DHHS Standards: HSS 2 Access and Engagement  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	26/5/20	Nigel Head	Partner