

Service Access Policy

A Scope

- (i) This policy applies to referred and existing participants and staff of Interaction Disability Services Ltd.

B Purpose

- (i) To ensure referred and existing participants receive fair and equitable access to a broad range of supports and services.
- (ii) To ensure participants have access to information and are assisted to access supports and services that meet their needs, desired outcomes, goals and preferences.
- (iii) To build upon relationships with other organisations, through sharing information, coordinating supports and services resulting in a strong and responsive referral network.

C Policy

- (i) Interaction will take a transparent, flexible and consistent approach to service access based on its ability to meet the needs of participants.
- (ii) Interaction will respond to referrals in a prompt and efficient manner.
- (iii) Interaction will seek feedback from participants, their support networks and other stakeholders about their experiences in accessing services as part of its commitment to continuous improvement.

D Definitions and Acronyms

Further definitions and acronyms relevant to this Policy may be found in the **Glossary or Acronyms** document in the Policies Document Library.

- (i) **Assessment** refers to the process of determining whether a service is the most appropriate service for the person being referred.
- (ii) **Referral** is the initial information on the participant seeking services. Referrals may be received via face to face, phone calls, email or online.
- (iii) **Representative** is a person acting on behalf of a participant with their consent

E Implementation

Service Information

- (i) Information about Interaction's services will be made available in a variety of formats including brochures, community resource directories, and through Interaction's website and social media.

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- (ii) Service information will outline the features of the services offered. This information will include the type of service, the activities provided and the referral pathway.
- (iii) Service information will be communicated using a number of different formats to ensure it is accessible to anyone who requires it. This may include auditory, Easy Read, large print, National Relay services and accessibility website functions. Access to professional, internal staff or support network interpreters will be utilised where written information is not available in the required language.
- (iv) Service information will be reviewed in consultation with participants and their support networks to ensure its readability.
- (v) Service access and diversity practices will be reviewed in consultation with participants and their support networks to ensure any accessibility barriers are removed.
- (vi) Interaction will utilise its website, social media and attendance at local events to engage and inform others of the services available and relevant contact details for follow up.
- (vii) Interaction will update its service directory information on a regular basis.

Service Contact and Referrals

- (i) When an enquiry is received, staff will respond promptly to requests for information or refer the enquiry to the most appropriate staff member.
- (ii) Staff will ensure Interaction's sites are physically accessible, welcoming and safe environments for visitors.

Referral and Intake – Accommodation and Shared Living

- (i) Referrals for Accommodation and Shared Living can be received via phone, face to face or electronically.
- (ii) Consent of the person being referred, must be obtained for the referral to proceed.
- (iii) A waiting list will be maintained by the Accommodation and Shared Living team and reviewed every two months.
- (iv) On receiving a referral for Accommodation and Shared Living, staff will determine whether:
 - The person referred currently has housing; or,
 - The person requires accommodation to be sourced, such as consideration of an existing vacancy, establishment of a new program or referral to another service.
- (v) Where a person referred has their own housing, staff will conduct an assessment to ensure Interaction can meet their needs and goals as outlined in their NDIS Plan.

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- (vi) Where a person requires accommodation to be sourced, staff will liaise with the person and their support network for further information and whether the establishment of a new program is a viable option. Where Interaction cannot meet a person's needs, information will be provided on how to access the service directory on the NDIS website.
- (vii) Where a vacancy is available within existing accommodation and the participant wishes to be considered for the vacancy, a process of compatibility and assessment will occur.

Referral and Intake – Other Services

- (i) Referrals can be received via phone, face to face or electronically.
- (ii) Consent of the person being referred, must be obtained for the referral to proceed.
- (iii) On receiving a referral, staff will initially determine which services the person is seeking, whether the individual being referred has a current NDIS Plan or other funding source and whether further information is required.
- (iv) If upon initial contact the person being referred, or their representative consents to the referral:
 - All sections of the Referral Form must be completed; and
 - The referring person or agency will be contacted within 5 working days for any follow up actions.
- (v) All received referrals will be reviewed and allocated to the appropriate staff member for further action.
- (vi) All Referral Forms received will be logged on a central program register.
- (vii) If upon receipt of referral, Interaction is unable to meet the needs of the person referred:
 - The individual requesting the service will be advised immediately, giving reasons why the service cannot be provided;
 - Information will be provided on how to access the service directory on the NDIS website; and
 - The outcome will be noted on the referral and then archived.

Onboarding

- (i) All participants will be assessed for suitability prior to the commencement of service delivery.
- (ii) Service capacity or vacancy suitability will be assessed as part of the onboarding process and may result in a referral being placed on a waiting list.
- (iii) A Service Agreement and Schedule of Support will be developed in collaboration with the participant and/or their support network. These documents establish expectations, explains the supports to be

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delivered, any associated costs and specifies any conditions attached to the delivery of supports.

- (iv) A separate Service Agreement and Schedule of Support will be completed for each service accessed.
- (v) Service access will commence as detailed in the Service Agreement.
- (vi) Staff will support each participant or their nominee to understand their service agreement and conditions using the language, mode of communication and terms that the participant is most likely to understand. This enables staff to respond to participant's needs and adjust service provision accordingly. This may include the use of interpreters, Easy Read, translated materials or verbal discussions.
- (vii) All service agreements will be provided in writing, with each participant receiving a copy of their agreement signed by the participant (or their representative) and the provider. A copy may be provided by email or hard copy. Where this is not practicable, or the participant chooses not to receive an agreement, a record is made of the circumstances under which the participant did not receive a copy of their agreement.
- (viii) Where a participant has transferred from another service, a communication strategy may be developed in consultation with the participant, their support network and the other service provider, and in line with Interaction's Participant Planning Policy.
- (ix) Conversely, where a participant seeks to transfer to another service, a transition plan/communication strategy may be developed in consultation with the participant, their support network and the other service provider, and in line with Interaction's Participant Planning Policy.
- (x) At times referrals may be received that proceed to an assessment but once completed it is found the person's assessed needs or resourcing cannot be met by Interaction or exceeds Interaction's expertise. Where it is determined Interaction is unable to provide support to an individual, staff will outline the reasons behind this decision and information will be provided on how to access the service directory on the NDIS website.
- (xi) Staff will provide regular updates to individuals in relation to the status of their referral, in particular if there is an anticipated waiting time between referral and service commencement.

Service Commencement

- (i) Where agreed to in the Service Agreement, and with the participant's consent or direction, staff will work with participants to develop and maintain links with other providers involved in their supports.
- (ii) Staff will ensure supports are planned with each participant to meet their specific needs and preferences including staff selection.

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- (iii) Participant needs and preferences will be documented and provided to staff prior to commencing work with them. This will ensure each participant's experience is consistent with their expressed preferences.
- (iv) Staff will work closely with the participant and/ or their support network to monitor the support delivery environment; ensuring it is fit for purpose and respects each participant's health, privacy, dignity, quality of life and independence. Reasonable adjustments are to be made accordingly where changes are required.

F Relevant Legislation and Standards

- (i) Carers (Recognition) Act (2010)
- (ii) Children and Young Persons (Care and Protection) Act (1998)
- (iii) Disability (Access to Premises) Standards (2010)
- (iv) Disability Discrimination Act (1992)
- (v) National Disability Insurance Scheme Act (2013)
- (vi) NSW Anti-Discrimination Act (1977)
- (vii) NSW Community Relations Commission and Principles of Multiculturalism Act (2000)
- (viii) NSW Community Services (Complaints, Reviews and Monitoring) Act (1993)
- (ix) Premises Standards (2011)

G Interaction Forms

- (i) Consent to Release, Obtain and Exchange Information Form
- (ii) Referral Form
- (iii) Schedule of Support
- (iv) Service Agreement

H Related Policies

- (i) Anti-Discrimination Policy
- (ii) Conflict of Interest Policy
- (iii) Diversity Policy
- (iv) Participant Planning Policy
- (v) Service Exit Policy

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