

SERVICE ACCESS POLICY

Workpower







WHERE THIS POLICY APPLIES

This policy applies to all Workpower businesses and services.



RELEVANT LEGISLATION

-  [Disability Services Act 1986 \(Cth\)](#)
-  [Disability Services Act \(National Standards for Disability Services\) Determination 2014 \(Cth\)](#)
-  [Fair Work Act 2009 \(Cth\)](#)
-  [National Disability Insurance Scheme Act 2013 \(Cth\)](#)



RELATED DOCUMENTS

-  [Child Protection and Vulnerable Adults Policy](#)
-  [Code of Conduct Policy](#)
-  [Complaints Process Guidelines](#)
-  [Complaints Procedure](#)
-  [My Plan Policy](#)
-  [Quality Policy](#)
-  [Safeguarding policy](#)

PURPOSE

This policy has been developed to provide a practical guide for which people with disability can access Workpower's services and supports, inclusive of Workpower's commitment to ensure continuity of supports and services. The policy has been framed around the Disability Services Act, the National Disability Service Standards and the National Disability Insurance Scheme Act 2013, and the National Disability Insure Scheme Practice Standards.

SCOPE OF POLICY

This policy applies to all existing and potential Workpower participants and their family members/carers who have requested, or currently receiving supports and services.

DEFINITIONS

Entry: Is the process through which a person enters into a specific support or service arrangement with Workpower.

Exit: The point, at which a person leaves Workpower, no longer requires Workpower's support or transfers to another external service provider.

Stakeholder: encompasses (but is not limited to) participants, family member, carer, advocates, guardians or external service provider.

Disability Service Standards: The benchmark by which the rights of people with a disability are upheld.

PRINCIPLES

- > Workpower strives to promote the health, wellbeing, safety and security for all people receiving supports and services
- > Entry and access to services will be provided on the basis of relative need and availability of resources
- > Workpower is committed to ensuring through good management of its day-to-day operations that service and support disruptions will be avoided, ensuring the continuity of supports
- > Workpower will have in place where applicable disaster planning measures to enable the continuation of essential /critical supports before, during and after a disaster

- > Workpower adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation
- > Workpower acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting Workpower services to inform their decision making
- > Services are provided in a flexible, responsive and person centred way to meet each person's individual support needs and goals
- > In the support and services Workpower provides, Workpower does not manage participant funds/monies, property or assets on their behalf. If an individual requires this type of support, Workpower will provide to the individual and their stakeholders, information of providers which deliver this support so that a referral can be made.

- > Workpower’s staff will assess all participants requesting supports and services, and where limitations of resources, knowledge or skills exist, manage waiting lists for services according to the participant’s level of need.
- > Workpower acknowledges that each person has the right to refuse a service or to leave Workpower at any time they choose. Workpower further acknowledges that it may discontinue a service after consultation with the person, their family and other important members of their support network if the service is no longer sustainable or appropriate for the person
- > Workpower is committed to working with and referring to other community services or organisations to meet the multiple needs of individuals
- > Exit procedures will be fair, transparent, follow due process and uphold the rights of the individuals
- > Workpower values feedback from people who use its services to help inform and improve service access for others.

ELIGIBILITY

People who are provided supports and services by Workpower must have a disability which:

- > is in the form of an intellectual, physical, neurological, Acquire Brain Injury, psychosocial and/or sensory impairment, or a combination of such impairments;
- > is permanent or likely to be permanent; and
- > results in a significantly reduced capacity in one or more activities of daily living such as; communication, mobility, personal care, decision making or social skills;
- > does not fall into the category of complex or high support needs as outlined in NDIS definitions

People accessing Workpower supports must:

- > receive support funding through National Disability Services Scheme and have a current NDIA plan for the period the supports are being requested
- > be seeking supports that are delivered as part of Workpower’s NDIS registration which are:
 - > 0102 – Assist Access /Maintain Employment
 - > 0107 – Assist – Personal Activities
 - > 0108 – Assist, Travel/Transport
 - > 0115 – Daily Tasks/Shared Living
 - > 0117 – Development – Life skills
 - > 0125 – Participate Community

- > 0133 – Specialised Support Employment
- > 0136- Group /Centre Activities
- > be willing to enter into a service agreement for the delivery of the supports requested and agree to the terms and conditions outlined in the service agreement, related to price, cancelations clauses and payment conditions.
- > If not eligible for NDIS funded supports, receive Individualised funding
- > Individualised funding through Department of Communities
- > or is eligible to receive funding through Department of Social Services under continuity of supports (DeCOS)
- > Or be willing to pay out of pocket, fee for service

ENTRY

To access Workpower’s services and supports a person or family member/stakeholder/advocate can:

- > submit a service request through NDIS My place portal
- > submit a request through Workpower’s Website
- > phone 1800610665.

From initial contact the individual’s eligibility will be determined; if Workpower is able to provide services/supports an appointment will be made to meet. The appointment may take place at the person’s home, Workpower offices, or another community location suitable to the person and or their stakeholders.

If at initial contact Workpower is not able to provide services, which would be on the basis of:

- > Workpower is not registered with NDIS to provide supports the person is seeking
- > the support requested is outside of Workpower’s contracted strategies with the Department of Communities
- > the person is not eligible for ADE services or there are no vacancies

Workpower will then provide information to the person on other services within their local area.

EXIT

A person can leave Workpower for a number of reasons or circumstances including:

- > relocation
- > where support no longer meets the person(s) needs or assists in achieving goals

- > transfer to another provider
- > NDIS plan ends
- > the person is unwilling to meet reasonable conditions in their support plan and puts the safe delivery of services at risk
- > changes in the person's condition that requires support that exceeds the skills and expertise Workpower staff can deliver
- > there is a continuance of no shows within a 3-month period
- > continued non-payment of supports (self-managing)
- > the person and or their stakeholders engages in behaviour that is unacceptable to Workpower such as abuse violence, theft or property damage.

Workpower acknowledges that exiting a service provider can be a daunting, stressful and anxious process for people using the service as well as their family members and carers. Workpower ensures that an exit occurs in a professional, planned and collaborative manner.

Where the exit is initiated by the person and or their stakeholders, the process will be as follows:

- > NDIS participants — in accordance with provisions in their service agreement
- > DC funded participants — reasonable notification is requested. The request is made in writing, which Workpower staff will follow up via telephone or in person. Workpower will notify the Disability Commission as per operating guidelines
- > Employment — refer to employment guidelines for ADE.

If practicable and the persons and or their stakeholders chose to Workpower will conduct an exit feedback session for the purposes of identifying service improvements and or staff training.

WHERE THE PROCESS IS INITIATED BY WORKPOWER

Exit planning is an integral part of the exit process and is conducted in close consultation with the person, and where appropriate the family, carer and any other important people from the person's support network.

- > Workpower's ADE exit processes must be conducted in compliance with industrial relations laws, and by reference to Workpower's performance management guidelines

As appropriate to their circumstances, the participant is given information about referral processes or supported introduction to other service providers, community agencies organisations, which can offer supports and services they require after they have exited Workpower

Upon exit all documentation pertaining to the person will be achieved in accordance with Workpower's filing and archiving policy.

TRANSITIONS TO OR FROM A PROVIDER

Transition is preparing and supporting a customer to leave the service which could be a temporary transition arising from a health or medical issue or through a referral to alternate provider.

Workpower's support context is predominantly in the delivery of employment support and or access to community participation and as such transition is likely to occur through one of the following:

1. Retirement
2. Community goals achieved
3. Secured a new job

In developing transition plans Workpower will:

4. ensure that staff explain to all customers at the time of their intake or planning meeting service plan how and when the process of transition may occur.
5. ensure that the issue of transition and planning is discussed customer review meetings.
6. ensure that transition is timely, seamless and offers flexible and reliable support linked to other services.
7. support customers to transition to other services or cease services as needed.

Transition of customers from another provider occurs Workpower's will develop a transition plan in consultation with the customer, relevant stakeholders. The transition plan will be

8. developed as part of the intake process.
9. associated risks will be identified, strategies developed to mitigate and minimise risk.
10. the plan will be communicated to other parties.
11. the transition plan will be reviewed.

EDUCATING THE ORGANISATION AND STAFF ON THE POLICY

Workpower is committed to educating staff and others in the Child Protection and Vulnerable Adults Policy, in how to reduce risks and create safe environments. We will promote safe practices which keep children and vulnerable adults safe in the organization, in their own community, and provide information about child protection to the children and communities in which we work. This information will include reporting abuse if they have concerns about a Workpower member of staff or other representatives in the organisation.

POLICY REVIEW

Workpower's service access policy is not intended to be a static document and is committed to its ongoing development. As part of Workpower's quality management system the policy will be reviewed annually.