

## SERVICE ACCESS

Version number	1
Created by	HR
Crated on	October 2016

<b>PURPOSE</b>	This policy has been developed to provide a practical guide for which people with disability can access Workpower's services and supports. The policy has been framed around the Disability Services Act, the National Disability Service Standards and the National Disability Insurance Scheme Act 2013.
<b>ISSUED BY</b>	Human Resources

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

<b>Definitions</b>
<p><b>Entry:</b> Is the process through which a person enters into a specific support or service arrangement with Workpower</p> <p><b>Exit:</b> The point, at which a person leaves Workpower, no longer requires Workpower's support or transfers to another external service provider.</p> <p><b>Stakeholder:</b> encompasses (but is not limited to) participants, family member, carer, advocates, guardians or external service provider.</p> <p><b>Disability Service Standards:</b> The benchmark by which the rights of people with a disability are upheld.</p>

<b>Principles</b>
<ul style="list-style-type: none"><li>• Workpower strives to promote the health, wellbeing, safety and security for all people receiving supports and services;</li><li>• Entry and access to services will be provided on the basis of relative need and availability of resources;</li><li>• 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;</li><li>• 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;</li><li>• Services are provided in a flexible, responsive and person centred way to meet each person's individual support needs and goals;</li><li>• 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.</li><li>• 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;</li><li>• Workpower is committed to working with and referring to other community services or organisations to meet the multiple needs of individuals;</li><li>• Exit procedures will be fair, transparent, follow due process and uphold the rights of the individuals .</li><li>• Workpower values feedback from people who use its services to help inform and improve service access for others.</li></ul>

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### 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;
- has been assessed as being able to work 8 hours or more (ADE and DES only)
- receives Individualised funding through Disability Services Commission ( Community Programs only)
- is eligible to receive support funding through National Disability Services Scheme ( Federal or State )

### 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 or
- The support requested is outside of Workpower's contracted strategies with Disability Service Commission.
- Person is not eligible for employment services ( DES)
- There person is not eligible for ADE services or there are no vacancies.

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

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### 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 show's within a 3 month period
- continued nonpayment of supports (self-managing )
- the person and or their stakeholders engages in behavior that is un acceptable 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
- DSC 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 Disability Services Commission as per operating guidelines
- Employment, refer to employment guidelines for ADE and or DES

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 exit 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 accordance with industrial relations, referring to Workpower's performance management guidelines
- Exiting a client from DES must comply with the Employment Services DEED associated guidelines. Any action to exit a participant should be in accordance with Workpowers policy and procedures.

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

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### 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 representative 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.

### REFERENCES

- National Disability Service Standards
- National Disability Insurance Scheme Act (2013)
- NDIA terms of business
- Disability Discrimination Act
- Industrial relations Act

### Related Policies

- Code of conduct
- Planning and review guidelines
- Safeguarding policy
- Child Protection and Vulnerable Adults Policy
- Complaints Management
- Quality Policy



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Lee Broomhall  
**Chief Executive Officer**