

CS3.2 Access and Intake

Purpose

1. To outline SAVVY's approach to maximising and ensuring equality of access to services across eligible participants.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 3: Provision of Support

Legislative Alignment

1. Nil

Key Responsible Executive

Chief Executive Officer

For More Support

Your People Manager

Policy Statement

1. SAVVY is committed to maximising access to our services for everyone within the agreed target participant group and to ensure equality of access across eligible participants.
2. SAVVY will work within available resources while endeavouring to optimise access for target participants to services and activities.
3. SAVVY will:
 - a. Identify and address barriers of access for participants in the target group.
 - b. Plan services to maximise accessibility for participants in the target group, ensuring that services, activities, facilities and premises are designed to maximise physical and cultural accessibility for participants.
 - c. Use proactive information strategies for potential participants to increase knowledge and understanding about the organisation and the service offered.
 - d. Regularly review how accessible services are and use this information to improve access wherever possible.
4. Intake will be as inclusive as possible for participants who may need to access the services and comply with anti-discrimination legislation requirements. There will be clear criteria for eligibility and priority for service access and all criteria will be applied in an equitable, ethical and transparent manner.

- SAVVY responds to all enquiries for information and requests for services in a timely, fair and consistent manner. SAVVY will adapt its response to a participant seeking services according to the participant's needs and circumstances.

Definitions

- Assessment - the process of gathering information from and about the participant in order to develop an understanding of their needs and to determine suitable options and support planning.
- Case management - the process of coordinating the acquisition and delivery of services by other organisations to meet individual participant needs, thereby providing a holistic and person-centred approach.
- Intake - the systematic process of gathering information about a participant's current situation in order to facilitate their access to SAVVY services and to assist them to make informed decisions about the services needed.
- Referral - a request for a specialist consultation or service that occurs when an organisation is not able to meet the participant's needs, believes another organisation will provide the best options for a participant's particular need(s) or has insufficient resources to manage the participant's situation.

Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"> Endorse and ensure compliance with the Access and Intake Policy and Procedure Be familiar with legislative requirements of this policy
CEO	<ul style="list-style-type: none"> Manage and monitor compliance with this policy Support staff competence and compliance with this policy and procedure, and ensure staff receive appropriate training, supervision and debriefing to comply with this policy Collate report information on adverse participant events as required Ensure operational decision making is informed by this policy Support the review of clinical processes
Management	<ul style="list-style-type: none"> Support staff competence and compliance with this policy and procedure, and ensure staff receive appropriate training, supervision and debriefing to comply with this policy Collate report information on adverse participant events as required Ensure operational decision making is informed by this policy Support the review of clinical processes

<p>Staff, volunteers, contractors and students</p>	<ul style="list-style-type: none"> ● Comply with the Access and Intake Policy and Procedure ● Maintain knowledge of the current evidence-based interventions available to participants ● Participate in regular practice supervision ● Maintain registration with relevant associations and/or peak bodies, where appropriate
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Procedures

1. Access to services
 - a. SAVVY services and programs are accessible to any person who meets the relevant entry criteria in a manner that is equitable, appropriate and sensitive.
 - b. SAVVY provides a range of flexible services to meet the participant related Core and Capacity Building needs as part of its commitment to being a 'connection participants can count on'.
 - c. Core supports can include;
 - i. Assistance with Daily Personal Activities, including those with high Intensity Needs
 - ii. Assistance with household tasks
 - iii. Preparation and delivery of meals
 - iv. Short term accommodation and assistance
 - v. Accompanying participants for community access
 - vi. Assistance with social and community access, including group based supports
 - d. Capacity Building supports can including;
 - i. Support coordination, including specialist support coordination
 - ii. Improved living arrangements
 - iii. Skills development and training
 - iv. Innovative community participation
 - v. Community participation activities
 - vi. Improved relationships
 - vii. Physical wellbeing activities
 - viii. Improved learning
 - ix. Plan management - financial administration
 - x. Capacity building and training in plan and financial management
 - xi. Delivery of health supports by a nurse
 - e. The Service Manager and participant Advisory Committee will be responsible for identifying barriers to access as part of the annual planning processes.
2. Ensuring physical and cultural access
 - a. SAVVY will ensure the following:
 - i. SAVVY HQ is located near public transport, including the free Wollongong Shuttle Bus
 - ii. SAVVY HQ is physically accessible for people with limited mobility or disability
 - iii. SAVVY HQ office hours are Monday to Friday 9am to 5pm, however SAVVY is available 24 hours a day, 7 days a week by phone to allow for access by participants as and when needed
 - iv. Services are provided in a flexible manner, as much as possible, to meet the needs of individual participants
 - v. The cultural and language needs of participants are identified during the intake process and accommodated through the services provided
3. Promotion of services

- a. The Service Manager is responsible for developing and reviewing service promotion and information strategies.
 - b. SAVVY will produce information about its services and activities in a range of formats suitable for the full range of target participants who use them.
 - c. This will include:
 - i. Flyers and promotional material in simple language
 - ii. Use of a range of communication channels such as website, social media, flyers, emails, a quarterly newsletter, employee updates to share with participants, posters and through relevant partner communication channels
 - iii. SAVVY will utilise a range of mediums such as written, images and video to make service promotion as accessible to participants as possible.
 - iv. SAVVY will develop multilingual resources based on the demographic needs of participants in each region and, or, work with local multilingual service providers to disseminate information in an appropriate language.
4. Eligibility criteria
- a. SAVVY provides a range of services for a diverse range of participants. SAVVY does not seek to restrict who has access to services, but rather to make services as accessible as possible and tailor when needed to provide an inclusive and open service provider. SAVVY services will be led by participant goals and funded supports, with services adapted, developed and created where possible to meet the participants needs.
 - b. In all instances, where service adaptations are not feasible to accommodate an individual participant, this will be decided fairly, consistently, transparently, comply with anti-discrimination legislation and be communicated clearly.
5. Intake
- a. Disability Support Coordinator is the first point of contact for all enquiries regarding services or information and leads the intake process.
 - b. The key function of intake is to:
 - i. Commence building rapport and the engagement process
 - ii. Determine SAVVY capacity to meet the participants goals and requests
 - iii. Identify immediate needs and priorities if there are any
 - iv. Provide information about SAVVY and specific programs and services
 - v. Provide information on the intake process
 - vi. Work with people who SAVVY is unable to support to access more appropriate services
6. Requests for service
- a. Requests for services can come from:
 - i. NDIS participants
 - ii. Their representatives
 - iii. Family
 - iv. Friends
 - v. Agencies working with them.
 - b. Service referrals or requests can be initiated
 - i. In person
 - ii. By phoning the service
 - iii. By submitting a service Enquiry form available by the website (from NDIS participants, their representatives, family or friends), or
 - iv. By submitting a completed Referral Form (for agencies working with the participant, the NDIA or Plan Managers) available via the website.
 - c. Verbal requests are responded to at the point of contact. Referrals made online or by mail are responded to within 48 hours of receipt.
 - d. When a participant comes into contact with SAVVY via a third party, consent is confirmed directly with the participant when direct contact is made with them.

- e. Where required, SAVVY will arrange for interpreters or alternative communication services to conduct the assessment.
 - f. Where a participant is transferring their existing services from another service provider, SAVVY will seek to make the process more efficient for the participant and reduce any risks associated with the transfer by following the transfer process.
7. participant Transfer
- a. When the services are being transferred from an existing provider, the existing service provider, will be requested with the participants consent, to complete a transfer form.
 - b. If the existing service provider is unable or unwilling to complete the form, or the participant does not give consent, the participant or their representative will be asked to complete the form individually or with the assistance of a SAVVY employee.
 - c. The transfer form will capture information relevant to the participants existing care plans, risks, NDIS Plan and relevant stakeholders.
 - d. The form is captured in SAVVY's transfer register, reviewed by a manager and assessed for risks and participant needs before being approved.
 - e. Service providers are asked to complete the transfer form prior to the participant commencing services with SAVVY in order to ensure the participant's care is effectively and safely planned for.
8. participant choice
- a. At SAVVY we believe participants have the right to make choices about their support options and provide them with timely information to make informed and knowledgeable decisions. SAVVY maintains an updated participant Information Pack, which is provided in either hardcopy or digital format (based on the participants preferences) and explained verbally to check participants' understanding.
 - b. The participant Information Pack provides information on:
 - i. Overview of SAVVY
 - ii. Overview of the services available
 - iii. How entry and exit work
 - iv. participant Rights and Responsibilities Charter and Human Rights Charter and their place at the centre of decision making
 - v. How to provide feedback and make a complaint
 - vi. Human and Legal Rights Charter
 - vii. Privacy Statement
 - viii. The types of personal information SAVVY collects and how consent is given and can be amended or withdrawn.

References to other SAVVY policies and external sources

1. CS1.1 Human Rights
2. CS1.2 Access and Equity
3. CS1.4 Privacy and Confidentiality
4. CS3.1 Participant Care
5. CS3.5 Participant Record Management

Summary of attachments

1. Nil



Version Control

1. 1 April 2023 - New Policy Creation