


## Service Access | Policy & Procedure

<b>Document Name</b>	Service Access	<b>CEO Approved</b>	
<b>Category</b>	People We Support		
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### Purpose

This Policy & Procedure outlines the fair and open process followed by Identitywa workers for a service request and the cessation of services. It also ensures a timely and effective process, reflecting the Mission and Values of the organisation.

### Who is this policy & procedure for?

This Policy and Procedure is applicable to all Identitywa workers, and people who make requests for services.

### Policy statement

Identitywa is committed to providing easy access to services for participants reflecting the organisational Mission and Values. Access to Identitywa services is clear, transparent, and non-discriminatory, with people treated equitably and fairly. Written information on Identitywa’s services is widely available, can be provided in easy read version, and adapted to individual needs.

Identitywa works with other organisations and community support services to build a strong referral network, ensuring participants and their needs are central to the referral process.

### Principles

- Participants have the right to be treated equitably and fairly in gaining access to services.
- All participants and their families/guardians have the right to accurate, clear, and transparent information about access to Identitywa’s services to have choice and make informed decisions.
- Information is not limited to one format and can be adapted to suit participant needs and preferences (including easy read versions, translated written material or use of visuals and access to Translation and Interpreting Services).
- Services are provided in a flexible and responsive way to meet participant needs and goals.
- Identitywa is committed to working with other community services or organisations to meet the multiple needs of participants.
- Identitywa values feedback from participants in the interest of service improvement.

### Equity and Access Considerations

Identitywa is committed to ensuring fair and equal access to physical environments, information, communication, and services. Communication and implementation of this policy involves:

- Considering the suitability of physical environments; and
- The use of augmentative and alternate communication formats to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible information, and communication technology.

## Cultural Diversity

Workers ensure that services are provided with sensitivity to, and an awareness of the cultural beliefs and practices of participants from culturally and linguistically diverse backgrounds. This includes awareness of the needs of Aboriginal and Torres Strait Islander people, their families, and communities.

Communication about this policy should be undertaken in a way that suits each person in consideration of their cultural and linguistic background, e.g., the use of an interpreter as required.

## Procedure

The following procedure outlines the process upon

- receiving an enquiry or service request, describing eligibility criteria and
- provides guidance on action taken when a participant wishes to cease receiving services.

## Service Availability

Identitywa offer services to participants, their families, carers or guardians based on the availability of resources and the need of the participant. Other factors to consider include:

- Availability of services at Identitywa at the given time, including requested metro area, required support worker levels, participant's funding plan and compatibility with other participants.
- Potential complexity of participant care needs
  - For example, can high care needs or behaviour of concern be appropriately supported.
- Participant's current access to services and funding.
- Equitable distribution of available resources and services.
- Participant in transition (post school, employment, or retirement); and provider registration.
- If Identitywa is unable to offer the support the participant requires, the person making the request will be provided with the contact details of no less than three providers who may be able to provide the requested service. A list of advocacy services who could support the participant/family with engaging with NDIS for supports can also be provided.
- If the requesting participant has a Support Coordinator or Specialist Support Coordinator, it is their role to assist the participant in sourcing alternate providers.

## Request for Services and Onboarding Process

1. Identitywa accepts enquiries from participants, their families/guardian, Support Coordinators, advocates, and other agencies.
2. All enquiries are received by the Community Engagement Advisor to ensure a timely and effective response.
3. The Community Engagement Advisor is responsible for initiating the first discussion with the participant and their family/guardian to explore support options, information-sharing, and service support options.
4. The Community Engagement Advisor then works with key internal Identitywa workers to ensure that Identitywa can provide the requested service.
5. Enquiries related to Supported Individual Living (SIL) and individuals with more complex support requirements, are considered by the Executive Manager – Disability Services who makes the final decision regarding the capacity of Identitywa to continue the onboarding process (utilising the Risk Assessment and Mitigation Plan – RAMP document).

6. Once it is agreed that Identitywa can provide services, the Community Engagement Advisor welcomes the participant and family to the organisation, and the relevant Service Manager then works with the participant and family and all key stakeholders to plan the transition and ensure that timeframes are adhered to, correct information is collated, and all required documentation is in place.
7. If Identitywa is unable to provide the service immediately, the requesting participant is informed as to the reasons why and offered the possibility of remaining on a waitlisting for the requested service. If they are unable/unwilling to be placed on a waitlist, the Community Engagement Advisor provides them with information of at least 3 other organisations or refers them back to their Support Coordinator (if they have one), and/or provides a list of advocacy supports.

### **Waitlist**

If Identitywa has the required services on offer but is not in an immediate position to provide the service:

- The Community Engagement Advisor will explain the situation and the waitlist to the participant and family providing an estimated wait period whilst regular contact is maintained in agreement with the person asking for services.
- For each participant on the waitlist, a record is maintained on the central database, which is kept in Teams. This includes the date the participant was waitlisted, the reason for waitlisting and any further contact since first query.

### **Withdrawal of services**

Services to participants are only withdrawn under the following circumstances:

- If requested by a participant/their family/guardian.
- If resources/funding are no longer available after all options have been explored.
- If the duty of care to the participant, other participants or worker is compromised and all efforts to rectify the situation have failed.
- Terms of the service agreement between the participant and Identitywa are contravened.
- Withdrawal of a service from a participant/their family/advocate is discussed face-to-face.
- A withdrawal from services by the participant or Identitywa is made in accordance with the timeframe outlined in their service agreement, unless otherwise agreed between parties.
- Any withdrawal of services from a participant/their family/advocate should always be discussed face-to-face.
- Support to transition to other service providers is offered. All meetings held with the participant and family in relation to a withdrawal of a service are followed up in writing, outlining discussion points and the reason for the withdrawal.

### **Accessibility**

- If you are a participant or part of the participant's support network and speak a language other than English and you need an interpreter, you can contact the Translating and Interpreting Service (TIS) for free translation services. Dial 131 450 and ask your interpreter to call (08) 9474 3303 for you.
- If you're deaf or find it hard to hear or speak to hearing people on the phone, call the National Relay Services (NRS) TTY 133 677.

### How do we know we are getting it right?

- People requesting a service receive a timely decision.
- All requests are followed up by a supervisor.
- Participants will be asked for their feedback of the process they have experienced at key points in their journey with Identitywa.

This document is reviewed within the framework of Identitywa's quality assurance and continuous improvement process, in consultation with key stakeholders. Process performance and effectiveness are measured against Identitywa's standards, objectives, and practices as part of a scheduled review of this and other related documents based on the level of risk to participants and the organisation.

All Identitywa policies and procedures are measured against the NDIS Practice Standards and other applicable standards, such as the National Catholic Safeguarding Standards.

### Definitions

#### Access

To enter a service or to have information about service entry made available in an understandable format and style for each participant.

#### Service Exit

The point at which a participant leaves Identitywa service or transfers from the existing service to another Identitywa service and/or external service provider.

#### Participant

A person supported by Identitywa, such as a client, resident, or other recipient of services.

#### Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- An employee
- A contractor or sub-contractor
- An employee of a contractor or sub-contractor or
- A student, trainee, apprentice, volunteer, or host.

### The legal and regulatory requirements we have to follow

[Australian Human Rights Commission Act 1986](#)

[Better Care, Better Services Standards](#)

[Guardianship and Administration Act 1990](#)

[National Catholic Safeguarding Standards](#)

[National Disability Insurance Scheme \(NDIS\) Act 2013](#)

[NDIS Code of Conduct](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[NDIS \(Quality Indicators\) Guidelines 2018](#)

[NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#)

[NDIS Practice Standards and Quality Indicators November 2021 Version 4](#)

[NDIS \(Specialist Disability Accommodation\) Rules 2021](#)

[The State Administrative Tribunal \(SAT\) Act 2004](#)

[Work Health and Safety Act 2020](#)

[Work Health and Safety Regulations \(General\) 2022](#)

### **Other related documents**

Code of Conduct  
Conflict of Interest Policy  
Duty of Care Policy  
Managing Complaints Policy & Procedure  
Privacy  
Responding to Cultural Diversity Policy & Procedure  
Rights Policy  
Risk Assessment and Mitigation Plan (RAMP)  
Work Health & Safety Policy

### **Do you need to know more?**

If you have any questions regarding policies, procedures, and reviews or if you would like to be involved in our policy development programme, please contact the Quality & Compliance Team: Contact - Telephone: (08) 9474 3303.