

Service Access Guidelines

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1.0 Purpose

The purpose of these guidelines is to provide direction on how Intelife will ensure access to disability services and supports are fair, equal and transparent.

Intelife acknowledges that access to disability services and supports can be dependent on a range of factors, including location, an individual's identified needs, preferences and goals, their funding level and the resource capacity of Intelife.

Intelife's approach aims to offer people with disability a person-centred, flexible and seamless process in collaboration with family members, guardians and advocates, as appropriate.

Intelife will ensure that the outcome of a service enquiry will be communicated in a manner that the participant is most likely to understand.

2.0 Scope

This policy applies to all Intelife's program areas providing supports and services to people with disability in collaboration with their support network and chosen community. This does not apply to Intelife's commercial business customers/operations (e.g. Telstra, local government authorities).

3.0 Guidelines

All enquiries for disability supports and services must be evaluated and assessed before service delivery commences. This is to ensure adequate safeguards can be implemented (if required) and that Intelife has the resource capacity to meet participant needs and support requirements.

Enquiries for Intelife services may be made by a person with a disability or their representative such as a parent, guardian, family member or support coordinator. Enquiries may also be received from an existing participant seeking information about other supports and services offered by Intelife.

Enquiries may be received via:

- Intelife's website
- phone call
- email
- school visits or expos
- support coordinators
- the NDIS myplace provider portal
- face-to-face enquiry

The following outlines the requirements for receiving, assessing and communicating with a participant (or their representative) the outcome of an enquiry.

If at any time during the service access process it is determined Intelife is unable to offer services and supports, every effort must be made to assist the participant to make contact with another service provider.

3.1 Service Enquiry

All enquiries for disability support services shall:

- Be forwarded to the relevant service and location.
- Followed up within 3 business days.

- Logged in Nightingale
 - Refer to Nightingale Client Enquiry Process.

Following a request to pursue the enquiry the participant (and/or representative) shall:

- Be provided information on Intelife process regarding Service Access
- Complete a Service Registration Form
- Complete a Consent to Obtain and Disclose Information form

3.2 Service Assessment

Upon receipt of a completed Service Registration and consent form, an assessment must be completed to determine if Intelife is able to provide the requested supports and service. A service assessment is also completed to ensure that any necessary safeguards are put in place, prior to the commencement of service.

Multiple criteria must be considered to determine if Intelife is an appropriate provider, including:

- Geographical boundaries – refer to [SS 106 Intelife's Service Areas](#)
- Participant age
- Service requested
- Individual support needs e.g mealtime support, positive behaviour support
- Staff availability and capacity (including need for additional staff training)

3.2.1 Registration Assessment

Service Registration Forms received for Lifeskills and Supported Employment must have a Service Registration Assessment completed. This assessment ensures that risks and, where required, safeguards are identified. The assessment also considers how dependent a participant would be on Intelife to meet their daily personal needs.

Each registration is assigned a Registration Rating, based on the description below, with the nominated authorised approver:

Registration Rating	Description	Authorised Approver
Low	<ul style="list-style-type: none"> – No identified risks OR – Risks with adequate current controls (e.g current Mealtime or Medication Assistance Plan). – No additional staff training required 	Service Manager
Medium	<ul style="list-style-type: none"> – Behaviour Support Plan (current or expired) – Behaviours of Concern (with no plan) 	Service Manager (following consultation with Q&SG Lead)

	<ul style="list-style-type: none">– Individual support needs with no current plan e.g Medication Assistance request with no current plan							
High	<ul style="list-style-type: none">– Individual support needs that require additional training or resources e.g. Emergency Epilepsy Management training, modified vehicle– Behaviour Support Plan with Restrictive Practices– Request for Support Coordination services to be offered by Lifeskills– Participants residing outside Intelife geographical boundaries.– Participants who meet the age criteria:<table><tr><td><6</td><td>Support Coordination</td></tr><tr><td>< 12</td><td>Lifeskills, Customised Employment</td></tr><tr><td>< 18</td><td>Supported Employment</td></tr></table>	<6	Support Coordination	< 12	Lifeskills, Customised Employment	< 18	Supported Employment	General Manager
<6	Support Coordination							
< 12	Lifeskills, Customised Employment							
< 18	Supported Employment							
Extreme	Criminal Conviction (or court order)	CEO						

For participants requesting support coordination services, service assessment is completed by the Service Manager (NDIS Lead Specialist), with geographical and age criteria based on the above, referred to the General Manager for approval.

3.2.2 Emergency and Disaster Management

Intelife is required to identify those participants who may be most dependent on Intelife services during and after an emergency or disaster. An initial risk rating is applied to determine what level of support a participant will likely require. For those participants with a **High** or **Extreme** risk rating an **Emergency Participant Management Plan (SS 380 or SC 300)** is to be developed.

Rating	Description	Intelife support
Low	Participant not dependent on Intelife for daily support needs, other service provider(s) or informal networks in place. Able to manage disruption to service.	Monitor for impact to disruption to service during an emergency/disaster
Medium	Participant not dependent on Intelife for daily support needs, may have other providers or limited formal/informal support networks. Disruption of services will be difficult to manage	Participant to be prioritised for minimal disruption to Intelife services where possible
High	Participant receives some support for daily support needs, no or very limited engagement with other provider, Limited formal/informal support networks. Individual emergency plan required to determine support needs during an emergency/disaster	Individual Emergency Response plan required to support participant to identify needs during an emergency/disaster. Participant to be prioritised for minimal disruption to Intelife services where possible

Extreme	Participant receives in home support from Intelife and services to continue during an emergency/disaster. Individual plan to be developed.	Essential service to be provided during emergency/disaster e.g in home support required for a COVID positive participant
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In assessing a participant's risk during an emergency or disaster, consideration will also be given to the need for a Personal Emergency Evacuation Plan (PEEP). Those participants who require personal assistance during an evacuation must also have a PEEP developed. Refer to [Emergency Management Procedure](#) (OSH 800).

3.2.3 Access to Preventative Health Measures

Intelife is required to identify those participants who may be most dependent on Intelife services to access proactive support for preventative health, including support to access recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services.

Rating	Description	Intelife support
Low	Participant not dependent on Intelife for daily support needs, other service provider(s) or informal networks in place. Able to access preventative health measures.	Request for support to be initiated by participant.
Medium	Participant not dependent on Intelife for daily support needs, may have other providers or limited formal/informal support networks. May require assistance to access preventative health measures.	Request for support to be offered by Intelife during review of support plan.
High	Participant receives some support for daily support needs, no or very limited engagement with other provider, Limited formal/informal support networks. Assistance to access preventative health measures to be included in support plan.	Assistance to access to be included in support plan.
Extreme	Participant is dependent on Intelife for in home support. Assistance to access preventative health measures to be included in support plan	Assistance to access to be included in support plan.

Where a participant is deemed to have a high or extreme rating, access to these services is to be included in the participants individual support plan.

3.3 Service Outcome

Following completion of the Service Registration Assessment, the outcome of the enquiry must be discussed with the participant (and/or their representative).

Where a successful service offer is made to the participant, the following must be completed, prior to services commencing:

- Ensure all essential documents are provided to the participant
- Ensure all documentation is received from the participant
- Create new client record in Nightingale
- Email supportservices@intelife.org to create a participant folder in SharePoint

Refer to [SS 205 Onboarding Checklist](#) for current list of required documentation.

When Intelife is not able to proceed with the referral every effort must be made to provide referral assistance and information regarding other potential providers and the Carelink enquiry to updated and closed.

3.4 Service Onboarding

Upon acceptance of a referral, initial service planning (onboarding) includes:

- Individual service planning documents
- NDIS Service Agreement (or alternative funding plan)
- Liaising with schedulers to develop timetable/roster
- For additional onboarding of supported employees, refer to [PS 204 New Supported Employee Procedure](#) and [SS 205 Onboarding Checklist](#)

Note: If a potential participant is making an application for supported employment, they may be offered a short work trial. This work trial is to be offered by Commercial Services at the request of the participant and will support the recruitment process to confirm whether or not an offer of employment can be made.

If a potential supported employee is not successful during their work trial, they may still be offered other work-related services and supports and/or other community and Lifeskills services and supports.

3.5 Service Withdrawal

If at any time during the service enquiry phase a participant wishes to withdraw they are able to do so. Once services have commenced, the NDIS Service Agreement outlines service cancellation and service exit conditions.

3.6 Communication

During all phases of service enquiry Intelife will ensure that the outcome is communicated in a manner that the participant is most likely to understand. To support this communication, Intelife has a published a range of policies and Easy English flyers which are available on the Intelife website - <https://intelife.org/about/resources/>

4.0 Definitions

Participant: A person with a disability who will access the service and support offered by Intelife.

Supported Employee: A person with disability who is both employed by and receives a supported employment service from Intelife.

Intelife Services and Supports: Intelife provides a range of supports and services including Lifeskills, supported employment, customised employment and Support Coordination

Individual Support Plan: A plan that outlines the risks and safeguards in response to a health or personal care need. Examples include; Positive Behaviour Support Plan, Medication Assistance Plan, Communication Plan, Epilepsy Management Plan.

Person-centred approach: The term 'person-centred' describes service and supports that are centred on an individual and their strengths, needs, interests and goals. Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.

Funding Plan: Depending on the funder, this can be a quote and/or service contract. This may refer to a National Disability Insurance Scheme (NDIS) Plan, Plan Costing and Service Section (PCSS) service contract or with the Department of Community Services (previously known as the Disability Service Commission) or Insurance Commission of Western Australia (ICWA) plan.

5.0 Roles and Responsibilities

All employees are responsible for:

- Ensuring all enquiries are forwarded to the relevant service and site promptly

Team Leaders (TL), Support and Service Coordinator's (SSC) and Support Coordinators are responsible for:

- Maintaining regular communications with potential participants throughout the service access process
- Providing all relevant information to the participant and/or their representative
- Obtaining completed and signed documentation from the participant and/or their representative
- Commencing the Service Registration Assessment (TL's and SSC's only) and escalating to the Service Manager in a timely manner
- Updating Carelink and uploading all relevant documents uploaded
- Providing information on alternative providers in the event that the referral does not progress.

Service Managers are responsible for:

- Assessing (and where appropriate escalating) requests for service
- Liaising with TL/SSC and Quality and Safeguarding Lead where there are additional Safeguards that need to be put in place
- Escalating Service Registration Assessments with a high-risk+ rating to the General Manager
- Monitoring compliance with these guidelines within their service areas and locations

Quality and Safeguarding Lead is responsible for:

- Providing support and recommendations regarding safeguards to be implemented to support managers to assess service registrations.
- Support the monitoring of compliance with these guidelines across all Intelife Support Services.

General Managers

- Implementation of the guidelines and associated procedure
- Monitoring compliance with these guidelines across all Intelife Support Services.

6.0 Performance Standards

- NDIS Practice Standards
 - Provision of Supports – Access to Supports
 - Provider Governance and Operational Management – Emergency and Disaster Management

7.0 Consultation Process

- People with disability and their families (advocates or representatives)
- Service Managers and Operational staff
- Quality & Safeguarding Lead

8.0 Related Documents / Legislation / Resources

1. [NDIS Practice Standards and Quality Indicators](#)
2. [Service Access Policy](#) (SS 100)
3. [Service Access Process – Easy English](#) (SS 104)
4. [Intelife's Service Areas](#) (SS 106)
5. [Service Enquiry and Onboarding Procedure](#) (SS 102)
6. [Support Coordination Service Procedure](#)
7. [Service Registration Form](#) (SS 107)
8. [Service Registration Assessment](#) (SS 108)
9. [Consent to Obtain and Disclose Information](#) (SS 120)
10. [Onboarding Checklist](#) (SS 205)
11. [NDIS Service Agreement](#) (SS 810)