

Service Access Policy

Introduction / Purpose

Intelife is committed to ensuring that access to services and supports for people with disabilities is fair, equitable and transparent. We aim to ensure that participants access appropriate supports and services that meet their needs, goals and preferences. This policy applies across the participant journey through service entry or commencement, service use and, where relevant, exit or transition to another service.

This policy gives effect to the NDIS Practice Standard outcomes for access to supports and continuity of supports.

Scope

This policy applies to all supports and services offered by Intelife for people with disability in collaboration with their families, carers and advocates.

All employees, volunteers and contractors engaged in the provision of these supports and services are expected to be familiar with, and apply this policy.

Policy Statements

Intelife aspires to manage service access, commencement and exit in a transparent, fair, equitable and responsive way.

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

Throughout the stages of service access from enquiry through to exit, Intelife's will:

- Regularly seek feedback from people with disability, their families, carers and/or advocates to ensure service access and service continuity is equitable, fair and transparent
- Provide service access information using the language, mode of communication and terms most likely to be understood by participants about the types of services available, and any access / entry criteria. This will include information on the circumstances where services may be withdrawn or denied
- Monitor and addresses potential barriers to access, eligibility criteria, priority of access and waiting lists
- Make reasonable adjustments to the support delivery environment to ensure fit for purpose and that it adequately supports each individual's health, rights, quality of life and independence.
- Monitor service interruption issues and plan to enable continuation of critical supports and services
- Provide clear explanation when and why a service is not available
- Collaborate with other relevant organisations and community members to establish and maintain a referral network to provide for alternative access to services.