

## Service Access Policy

### Introduction / Purpose

Intelife is committed to ensuring that access to services and supports for people with disability is fair, equitable and transparent. We aim to ensure each participant accesses the most appropriate supports and services to meet their needs, goals, and preferences.

This policy gives effect to the NDIS Practice Standards outcomes for access to supports, continuity of supports and transitions to or from a provider.

### Scope

This policy applies to all Intelife's supports and services for people with disability in collaboration with their support networks. All Intelife workers, volunteers and contractors engaged in the provision of these supports and services are expected to be familiar with and apply this policy. This policy applies across the participant journey from service entry or commencement, service use and, where relevant, to exit or transitions to another service.

### 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 This will include information on the circumstances where services may be withdrawn or denied and explanation of why a service is not available
- 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 each participant's health, privacy, dignity, quality of life and independence is supported
- Monitor service interruption issues and plan to enable continuation of critical supports and services
- Collaborate with other relevant organisations and community members to ensure each participant experiences a planned and coordinated transition to or from Intelife.