

Policy on Service Access Entry and Exit Criteria

Date adopted.....

Latest date for review.....04/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

OptimumChoice is a Disability and Communities Service Organisation governed by the Corporations Act 2001 and the Organisation's Policies.

2. PURPOSE

The purpose of OptimumChoice is to provide quality services to improve the lives of people with disabilities where their individuality is recognised, and their safety is paramount.

People with disabilities have a right to purchase a quality service. Our organisational policies have been framed around the eligibility criteria outlined in the Disability Act (1993), Standard 1 of the Disability Services Standards (1993) and the National Disability Insurance Scheme (2013).

3. POLICY STATEMENT

Every person with a disability has a right to access a quality service based on his or her relative needs and the availability of resources.

Eligibility for access to OptimumChoice services:

- 3.1 Individuals with a disability that is permanent or significant and is likely to be permanent.
- 3.2 Individuals requiring continuous support to maintain community participation and have funding in place.

We do not limit service access or discriminate against age, disability, gender, race, support needs, or individuals from diverse cultural backgrounds.

Individuals have a right to choose an alternative service provider with their individualised funding.

The Organisation reserves the right to withdraw services in situations where its duty of care responsibilities to either the clients or staff is demonstratively compromised.

The Organisation provides services in line with the Disability Services Standards. Consumers and their families, carers, advocates and stakeholders must always respect and adhere to these standards.

4. PROCEDURES FOR ENTRY

The following procedures are to be implemented in order to enable the organisation to meet its policy objective. That being, to ensure (within the constraints of available funding and resources) those people who most need the services are accepted, and services are only withdrawn at the client's initiative (or when the organisation's duty of care responsibilities to its clients or staff are demonstratively compromised).

The Organisation will accept referrals from clients, family members, advocates, local area coordinators or other government or non-government agencies.

4.1 The Organisation offers services to funded individuals based on available resources and the individual's relative needs.

4.2 We meet with the applicant to determine eligibility for the service and collect background information in accordance with the policy on Ethics, Privacy, Dignity, and Confidentiality. This

process involves family members, advocates or other stakeholders as chosen or identified by the individual.

- 4.3 If the person is ineligible for services from the organisation, we will endeavour to refer that person to an alternative service.
- 4.4 If a person is eligible for services, but the organisation is not in a position to provide a service, offer to place the person on a waitlist and inform the person of the possible waiting times before services might become available.
- 4.5 Regularly contact persons who are on the organisation's waitlist and at least every month advise the client of their status on the waitlist.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure the procedures specified in Section 4 are implemented effectively:

- 5.1 An information brochure describing the organisation's services will be distributed at least quarterly to local area coordinators and major health, welfare, education and local government outlets in the area.
- 5.2 Persons referred for services will be interviewed within two weeks of the referral being received by the organisation.
- 5.3 Services will be offered on the basis of eligibility, relative need, and available resources.
- 5.4 Records will be safely and securely filed. Records include data on people who are eligible for funding but have been denied services based on insufficient resources.
- 5.5 Eligible persons who are unable to access services, based on insufficient resources, will be placed on a waitlist and contacted at least monthly about their progress on the waitlist.

5.6 Data of people who are on the agency waitlist and the contact they have had with the organisation while on the waitlist will be safely and securely filed

6. CRITERIA FOR EXITING THE SERVICE

6.1 Individuals reserve the right to withdraw from the service anytime including withdrawal of their individual funding.

6.2 The Organisation reserves the right to withdraw services in situations where its duty of care responsibilities to either the clients or staff is demonstratively compromised

7. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately.