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## **ACCESS to SERVICES POLICY**

### **Policy Statement**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to maximising access to the organisation's services for everyone within the agreed target Customer/Client group and to ensuring equity of access across eligible service users. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will work within its available resources while endeavouring to optimise access for people to services and activities.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will:

- identify and address barriers to service access for people in the target group/s.
- use service planning to maximise accessibility for people in the target group/s, ensuring that all services, activities, facilities and premises are designed to maximise physical and cultural accessibility for service users
- use proactive information strategies for potential service user groups to increase knowledge of and understanding about the organisation and the services offered
- ensure the Customers/Clients right to advocacy. The Quality and Services Teams are required to ensure that Customers/Clients are aware of their rights to use an advocate in relation to the service, including having their advocate present for all assessments, meetings and communication between themselves and the organisation.
- regularly review how accessible services are and use this information to improve access wherever possible.

### **Clinical supports for non-NDIS Customers/Clients and non-brokerage Customers/Clients**

Where a Customer/Client is not funded by NDIS or where they are not a brokered Customer/Client, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will engage the supports of a registered nurse or clinical nurse consultant where there are clinical needs to assess.

This document complies with NDIS 2018, standard 3.3 Service Agreement with Participants, and ACIS 2013, section 3.1 Service Provider Information. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.



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**Policy context:** This policy relates to

Contractual obligations

Customer Service Agreements

### Identifying barriers to access

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) provides services as agreed in the service agreement with the South Australian government (DCSI agreement).

In order to identify barriers to access, the organisation will:

- compare the profile of service users with local population data and past service records on an annual basis to identify and groups who are underrepresented
- review relevant literature and practice experience
- consult with service users and/or their advocates, other agencies and staff
- seek advice from relevant community groups or members
- customer's access to funding (no ACAT assessment then not funded by the Department or any other Government body therefore the organisation cannot offer them services but can assist the customer in obtaining an ACAT assessment but it is still a barrier until funding is approved.
- location –SA only service provision

The Quality and Services Teams will be responsible for coordinating this process and reviewing the research outcomes as part of the annual planning process.

### Limitations of Service

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is approved by DHS and NDIS and relevant industry bodies to provide the following services:

- 1.5 and 1.06 Accommodation Support
- 2.06 Community Support
- 4.01 Accommodation Support

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are unable to provide services outside of the approved service types.

However, at the discretion of the Chief Executive Officer, any request received that involves service provision outside of the approved scope will be considered where a formal case is lodged.



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Service provision can be limited by geographical location of the customer, employee availability and required resources in the area. A determination to decline a service will be made in cases where Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are not able to meet clinical requirements of the customer. Potential service provision in partnership arrangements is also limited where other organisations do not align with the values of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

### Entry to Service

Enhanced Lifestyles Incorporated and Lifestyle Assistance and Accommodation Service supports people who meet the eligibility criteria for our service. People requesting services will have their needs assessed and the service will be based on their relative need and resources available.

Should Enhanced Lifestyles Incorporated and Lifestyle Assistance and Accommodation Service be unable to provide the person with the appropriate service or support needed, assistance will be provided to help them to access other services.

An advocate can be present at any stage in the entry process. An interpreter service can be arranged for people from culturally and linguistically diverse (CALD) backgrounds.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service gives priority access to services to ATSIC and indigenous people.

In the case where an indigenous customer enters the service, external agencies and specialising indigenous communities will be approached and consulted while Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service transitions the customer into service. Indigenous service organisations are encouraged to participate in annual reviews and surveys ensuring cultural sensitivity is met during the delivery of services.

### Customers Exiting from the Criminal Justice System

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service does provide services to people exiting the criminal justice system. All relevant compliances will be put in place as per relevant authorities' demands (i.e. SAPOL, DCSI) and EL/LAAS will work with Department of Correctional Services to ensure a smooth transition to support services for the Customer/Client.



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Where required, the provision of services will be in accordance with all standard service delivery standards and protocols of this organisation.

### **Eligibility Criteria for Disability Funded Services**

Enhanced Lifestyles Incorporated and Lifestyle Assistance and Accommodation Service supports individuals with a disability including children and youth who are currently funded through Disability SA and the National Disability Insurance Scheme.

A person with a 'disability' includes -

- Sensory, physical, intellectual or neurological impairment or acquired brain injury or any combination thereof, which:
- Is, or is likely to be, permanent; and
- Causes a substantially reduced capacity in at least one of the areas of self-care, self-management, mobility or communication; and
- Requires significant ongoing or long term episodic support.

### **Eligibility for Other Clients**

Support may be provided to people who have a psychiatric disability or who are frail/aged, provided resources are available. In some cases, services can be offered to a person with a non-permanent disability.

People who have received compensation settlements may be able to purchase services from Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. Services may also be provided to people receiving funding through individual support packages or to persons of the general community or customers

through brokerage services or who are self-funded. Customers with other funding sources or needs can be considered at the discretion of the Chief Executive Officer.

### **Referral Process**

Referral to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may be made from a variety of sources. Applicants and their families can make direct contact, or another agency or community member such as a Medical Practitioner, school, or related stakeholder, can make a referral on behalf of the person.



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**Ensuring physical and cultural access**

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will ensure the following:

- Its premises and facilities are physically accessible to people with limited mobility or disability – i.e. a purpose-fitted operational office to ensure all customers access to operational staff.
- Its opening hours provide access to the full range of service users.
- Services are provided in as flexible manner as possible to meet the needs of individuals.
- It maintains effective messaging systems for service users to contact the organisation.
- Customer areas are kept clean, comfortable and welcoming.
- The cultural and language needs of people within the target group/s are identified and accommodated – Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will make every effort to utilise appropriate communications aids.
- Diversity training is offered to both employees and customers
- Interpreters or bilingual staff are available for any person requiring this assistance.

**Service exit, discharge or transfer**

A Customer/Client may choose to exit or transfer their service, or because of circumstances require to be discharged from service. The Service Delivery team will conduct a service exit review and ensure all appropriate formal and informal supports are in place to assist the Customer/Client in their transition from our service.

Where applicable, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will collaborate with other service providers or the service user to plan for the transition from the service so that their current and ongoing needs are met, and the process is as seamless as practical.

See P301 Service Management Procedure.



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**Termination of service**

There may be circumstances where service provision to a Member may need to be terminated. Where this is the case, the Chief Executive Officer is responsible for determining any termination and directing follow up actions to appropriate personnel. Such a decision will be supported by sufficient evidence (e.g. formal feedback) and may be made by the Chief Executive Officer in consultation with People and Culture and Quality Team.

Any Member who is terminated shall be formally advised in writing of the determination and actions taken. The Member shall be advised of their right to appeal. The appeal process shall be managed by the Chief Executive Officer.

**Promotion of service**

The Quality and Services Teams will be responsible for developing and reviewing a service promotion and information strategy. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will produce information about its services and activities in a range of formats suitable for the full range of people who may need to access them.

This will include bi-monthly newsletters and informative emails.

**Monitoring access strategies**

The Quality and Services Teams will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations following consultation with the CRO

**Documentation**

Documents related to this policy	
Related policies	Q102 - Customer Rights and Service Charter Q115 - Providing Customer Advocacy and Support Policy P301 – Service Management Procedure
Forms, organisational documents	Bi-monthly newsletters